



COMPLAINTS POLICY

Version 4

DEC 2024

To be reviewed DEC 2026

This document outlines the organisation's approach to handling complaints.

Document Control				
Version	Date	Reason	Author	Agreed by including date
1	JUN 16	New policy		(note, reviewed Oct 2017 by CC, no change) (note reviewed Oct 2018 by CC, no change)
2	JUN 22	Review - consultant	Hekate Papadaki	Trustees 24/09/22
3	AUG 23	Review	TR	n/a
4	DEC 2024	Review	TR, Aversure MW	Approved by Board 08/02/2025

Integrate UK is committed to providing a high standard of services. We take any concern or complaint seriously and view them as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Aim of this policy

- To provide a fair and accessible complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To ensure that complaints are dealt with consistently, fairly, sensitively and within clear time frames.
- To ensure everyone at Integrate UK knows what to do if they have an issue regarding a member of staff, our services or an issue that is likely to bring the organisation into disrepute.
- To ensure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gain feedback to enable us to improve our work.

Who Can Complain

Anyone who has a legitimate interest in Integrate UK. Complaints from employees should follow the Grievance Policy.

Confidentiality

All information relating to a complaint will be kept confidential and shared on a "need to know" basis.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading an investigation.

Review

This policy is reviewed regularly and updated as required.

Complaints Procedure

The outline of our complaints procedure is available on our website and publicised widely.

How to make a complaint

Many complaints can be resolved informally. In the first instance contact Integrate UK and, if you feel able, speak to the member of staff who is working with you or ask to speak to the CEO, Lisa Zimmermann, who will endeavour to resolve the matter.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Please send us an email with the subject matter "Complaint" to: info@integrateuk.org

Please include as much of the following information as you can and attach any supporting evidence that will help with our investigation:

- Name and contact details
- The person or service it relates to
- The nature and date of the complaint and
- How you would want it resolved

Anonymous complaints will be recorded and considered but action may be limited if information provided does not allow for a full and fair investigation.

All complaints received will be acknowledged and logged onto the Integrate UK complaints register. Alternatively, you can write to us detailing the nature of your complaint at:

Lisa Zimmermann, CEO

Email: lisa.zimmermann@integrateuk.org

Integrate UK, Unit 6 Montpelier Central, Station Road, Bristol, BS6 5EE

If the complaint cannot be resolved to your satisfaction, or if it relates to a senior member of staff or the Chief Executive, you can escalate by writing to our Chair of Trustees:

Janet Fyle MBE, Chair of Trustees

Email: janet.fyle@integrateuk.org

Integrate UK, Unit 6 Montpelier Central, Station Road, Bristol, BS6 5EE

What Happens Next?

- You will receive acknowledgement of your complaint within 7 working days.
- You may be contacted to make sure that we have understood your complaint properly.
- You may be interviewed by the person investigating the complaint.
- We will respond to your complaint within 28 days of receiving it. If additional time is required you will be notified in writing.
- If you are not happy with the response to your complaint, you can make further representation to the Integrate UK Board of Trustees in writing stating why you remain dissatisfied

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

Data Protection

In order to process complaints, we will hold personal data about the complainant. This data will be held securely and only used to investigate and respond to the complaint. However, it may not be possible to preserve confidentiality in some rare circumstances, for example, where sharing of information is required by law.

Can you take your complaint elsewhere?

Yes. You can contact the Charity Commission – Regulators for England and Wales for further information on making complaints about a charity.

Contact: www.charitycommission.gov.uk

Response Time If you are not satisfied with the response:

If you are not happy with the response to your complaint, you can make further representation to the Integrate UK Board of Trustees in writing stating why you remain dissatisfied. We will respond to your complaint within 28 days of receiving it.

