Complaints Procedure

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1. Introduction

At Soundabout, we are committed to delivering high-quality services and maintaining high standards in all that we do. However, we recognise that there may be times when people have concerns or complaints. This procedure outlines how you can make a complaint and how we will handle it.

The following complaints policy and procedure sets out how we will approach any complaints made about us.

2. Scope

This procedure is for anyone who interacts with Soundabout and wishes to raise a complaint and report dissatisfaction about the standards of service, actions or lack of action by Soundabout or its staff, volunteers or anybody directly involved in the delivery of our work.

It does **not** cover complaints from staff or volunteers about their employment, which are dealt with through internal grievance procedures.

3. Making a complaint

We aim to resolve complaints quickly and fairly, within 14 working days. Where this is not possible the complainant will receive an update within 14 working days on progress made to date and when they can expect to receive the outcome. Everyone who makes a complaint will be treated with

courtesy and respect. In return, we expect people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, we reserve the right to withdraw or modify our complaints procedure.

We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of appropriate senior managers in order that we learn from what we do and how we do it.

You can make a complaint in the following ways:

- **By email:** info@soundabout.org.uk
- **In writing:** Soundabout, John Eccles House, Robert Robinson Avenue, Oxford Science Park, Oxford, OX4 4GP
- **By phone:** 01235797474

Please provide as much information as possible, including:

- Your name and contact details
- The nature of the complaint
- Relevant dates, locations, and people involved
- Any supporting documents or evidence

4. Confidentiality

All complaints will be handled sensitively and in accordance with data protection legislation. We will only share information where necessary to investigate and resolve the complaint.

5. Informal Resolution

We encourage you to raise your concern with the relevant staff member or manager first, as many issues can be resolved informally and quickly. If you are not satisfied with the outcome, or prefer a formal process, you can use the formal procedure below.

6. Formal Complaint Process

- **Step 1: Acknowledgement**
  We will acknowledge your complaint within 5 working days of receipt.
- **Step 2: Investigation**
  A designated manager will investigate the complaint. This may involve contacting you for further details. The investigation will be completed within 14 working days, where possible.
- **Step 3: Outcome**
  You will receive a written response describing the details of the complaint, comments addressing each of the violations alleged in the complaint, explain the investigations undertaken to consider the complaint, state the findings resulting from the investigation, and explain any improvements made as a result of the complaint.
  If the investigation takes longer than 14 working days, we will update you on the progress.

7. Escalation and Appeal

If you are dissatisfied with the outcome, you may request a review. Please contact the Chair of Trustees at trustees@soundabout.org.uk within 10 working days of the decision, setting out briefly the nature of the complaint/appeal; the steps already taken; details of the response received; and a statement as to why you remain dissatisfied.

The Chair of Trustees will review all the information held relating to your complaint and will conduct further investigations if they consider that the initial investigation was insufficient. Once the internal review is complete, you will be informed what the final decision is within 15 working days and if you are still unsatisfied, what the external appeal options are.

8. Taking Your Complaint Further

If you still remain dissatisfied with the outcome of the decisions regarding your complaint, you can appeal the complaint decision:

- If the relates to our fundraising activities, and you are unhappy with our final response, you can refer your complaint to the the **Fundraising Regulator**
- If you have a serious complaint regarding another area of our work and do not feel completely satisfied by our response you can raise a complaint with the **Charity Commission**

Review

	Date
First Written	**June 2025 – CharityExcellence, TogetherForShortLives**
Approval date and name	**Ben Weston-Conway, June 2025**
Review date	**June 2026**

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