



Complaints Procedure

Last updated: January 2019

Review: January 2020

Supporting Wounded Veterans
38 Connaught Square
London
W2 2HL
www.supportingwoundedveterans.com

Charity Number: 1149727
Company Number: 08248649

1. Introduction

Supporting Wounded Veterans (SWV) aims to provide high quality services which meet veterans' needs. In addition, SWV seeks to operate the Charity in an efficient but friendly way embracing the efforts of all Veterans, Committee Members, Employees, Ski Buddies, Volunteers and Mentors. It is generally believed that SWV achieves this most of the time, but it is imperative that it is brought to the attention of the Charity if this is not so.

SWV treat as a complaint any expression of dissatisfaction with the Charity's service, whether justified or not, which calls for a response. SWV will listen to the complaints, treat them seriously, and learn from them so that SWV can continuously improve the Charity's service.

2. Complaints.

If you are not happy with the services provided by/behavior of the Charity please make a complaint;

SWV's policy covers complaints about:

- the standard of service provided.
- the behaviour of the various groups mentioned in the introductory paragraph.
- any action or lack of action by staff affecting an individual or group.

3. Information required:

SWV will require the following information from the person making the complaint:

- Details of what, where and when the occurrence took place and if previously reported, to whom.
- Any witness statements or names of witnesses.
- Any names of others who have been treated in a similar way (if known).
- A preference for a solution to the incident.

4. Anonymous complaints:

This policy encourages individuals to put their name to any complaint they make. Complaints expressed anonymously are much less credible, but they may be considered at the discretion of the Charity. In exercising this discretion, the factors to be taken into account will include:

- The seriousness of the issues raised.
- The credibility of the concern.
- The likelihood of confirming the allegation from attributable sources.

5. Who to complain to:

Anyone wishing to make a complaint should follow the procedure below:

- **Initially:**

If you are unhappy with an individual, you should, wherever possible, raise the matter objectively with the person concerned, because, often, a direct approach can be the best course. However, if you feel that this is difficult or inappropriate, it should be brought to the attention of the COO. If the complaint is about anything other than an individual, it should be raised with the COO. The COO should be contacted via info@supportingwoundedveterans.com

The COO will try to find an informal but satisfactory solution to the matter.

If this does not provide a satisfactory solution, or if you would prefer not to confront the person concerned, or if the complaint is about the COO or CEO, then it should be directed to the Chairman of Trustees, who will try to resolve the matter informally.

- **More formally:**

If you wish to pursue the matter more formally, you should put your concerns in writing to the COO within one month of the incident; letters/emails should be sent to:

info@supportingwoundedveterans.com , or by mail to *38 Connaught Square, London, W2 2HL*.

All complaints will be logged and you will receive a written acknowledgement within three working days.

We will investigate the matter formally, which may involve interviewing all parties concerned and having considered all the facts available will offer a resolution. Parties involved will be informed in writing as soon as possible after receipt of the written complaint.

The aim is to investigate the complaint properly, with the intention of giving the complainant a full response within ten working days, setting out how the problem will be dealt with. Often we will be able to give you a response straight away. When the matter is more complicated, we may have to revise the timescales for resolution and we will inform you accordingly.

A record of the complaint and its resolution will be held confidentially by the Charity.

- **Finally:**

If, after we have responded you are not satisfied, please write to the Chairman of the Trustees at the above address, who will report on the matter at the next Trustees' meeting, and will then decide on any further steps to resolve the situation.

6. Summary.

To summarise, the Charity wants to know if something is going wrong with any aspect of its activities, it will take all complaints seriously, and will strive to investigate them thoroughly, hopefully leading to a satisfactory conclusion.

It would also be helpful to know if you are happy with the Charity's services, so please do tell us!