

HerCommunity C.I.C.

Complaints Policy

How to raise a concern, what happens next, and how concerns are escalated

Version	1.0
Approved by	Director
Review date	Annually
Organisation	HerCommunity C.I.C.

Purpose

HerCommunity C.I.C. is committed to providing high-quality, safe and respectful services for girls and young women aged 11-25 and their families. We welcome feedback and recognise that, from time to time, concerns or complaints may arise. Complaints help us improve our services and remain accountable to the young people, families, partners and communities we support. All complaints will be taken seriously, handled fairly and responded to promptly.

1. Who Can Make a Complaint?

A complaint can be made by a participant or service user, a parent or carer, a referrer or partner organisation, a volunteer, a member of the public, or any person affected by the work of HerCommunity C.I.C. Where a young person wishes to make a complaint, support will be provided to help them do so if required.

2. What Can Be Complained About?

Examples include dissatisfaction with a service received, concerns about staff or volunteer conduct, poor communication, failure to follow organisational procedures, concerns regarding equality, inclusion or accessibility, delays in responding to enquiries, or any aspect of service delivery that falls below expected standards.

3. Safeguarding Concerns

Safeguarding concerns should not be managed through this complaints process and should be reported immediately to the Designated Safeguarding Lead. If there is an immediate risk of harm, emergency or statutory services should be contacted without delay.

4. How to Make a Complaint

Complaints can be submitted by email, telephone, in writing or in person. A complaint may be discussed directly with a member of staff, who will record the concern and pass it to the appropriate person. Please include your name and contact details, a description of your complaint, relevant dates or information, and how you would like the matter resolved. Anonymous complaints will be considered where sufficient information is provided.

Email	Hercommunitywellbeing@outlook.com
Telephone	07309090307
In writing	HerCommunity C.I.C., 17 Croft Lane, Wolverhampton, WV10 8RG
In person	Speak with a member of staff, who will record and pass on the concern

5. Complaints Procedure and Timescales

The following timescales help ensure complaints are managed transparently and without unnecessary delay.

Stage	What happens	Timescale
Stage 1	Receipt of complaint is acknowledged.	Within 5 working days
Stage 2	The complaint is reviewed by the Director or an appropriate senior representative. Records, documents and relevant information may be reviewed.	Investigation period
Stage 3	A written response is provided, including the outcome and any actions to be taken.	Normally within 20 working days
Complex matters	If additional time is needed, the complainant will be kept informed and given an updated timescale.	As soon as reasonably possible

6. Escalation Route

If the complainant remains dissatisfied after receiving a response, they may request a review within 10 working days. The complaint will then be reviewed by an independent Director where available, or by an appointed external adviser or governance representative. A final decision will normally be issued within 20 working days and will be considered final within HerCommunity C.I.C.'s complaints process.

Complaint received
Acknowledged within 5 working days
Investigated by Director or appropriate senior representative
Written response normally within 20 working days
If satisfied: complaint closed

If not satisfied: request review within 10 working days

Independent or governance review, then final decision normally within 20 working days

7. Confidentiality

Complaints will be handled sensitively and confidentially. Information will only be shared with those who need to know in order to investigate and resolve the complaint. Records will be stored securely in accordance with our Privacy Notice and Data Protection procedures.

8. Learning and Improvement

HerCommunity C.I.C. is committed to continually improving its services. Complaints will be monitored to identify themes, areas for development, training needs and service improvements. Where appropriate, changes will be implemented to prevent similar issues occurring in the future.

9. Complaints Lead

Director & Complaints Lead: Jodie Jasmin, HerCommunity C.I.C. Email: hercommunitywellbeing@outlook.com
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