



Complaints, Compliments and Comments

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One Small Thing's vision is a justice system that can recognise, understand, and respond to trauma.

Our mission is to redesign the justice system for women and their children.

1. Policy Statement

One Small Thing (OST) is committed to delivering its work and services with the highest standards of care and is committed to ensuring ongoing organisational development to maintain excellence.

Complaints, compliments and comments help us to learn about, and improve, how we work.

This complaints, compliments and comments policy and procedures applies to anyone **not working for the organisation**. This includes, but is not limited to:

- OST service users (including Working with Trauma Quality Mark and Trauma Informed Network)
- OST Training participants
- Funders
- Members of the public
- Other organisations.

One Small Thing Team members

If you are an employee, volunteer or working for One Small Thing in another capacity, please see the relevant policy and procedure in the One Small Thing Staff Handbook.

2. Types of Feedback

2.1

Compliments

One Small Thing works hard to make sure that everyone, who comes into contact with the organisation and its staff, has a positive experience.

Compliments help us to understand what is valuable and working well so that we can build on that success. We ensure that any specific feedback reaches team members so they understand the impact of their work.

2.2

Complaints

One Small Thing recognises that there will be times when things don't go as well as expected. It's important to us to know when this happens and this is why we have a complaints procedure.

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Misunderstandings can often be sorted out on an informal basis and the One Small Thing team is always available to discuss any problems that people have encountered with our work.

Complaints may include but are not limited to:

- concerns about the quality or standard of service
- financial mis-management or inappropriate fundraising methods
- inappropriate behaviour, poor treatment or poor attitude by someone working on behalf of the organisation
- non-compliance by the organisation to follow an appropriate policy or procedure

2.3

Comments

One Small Thing welcomes any other thoughts, comments or feedback about the work we do and the team that carry out this work.

Our organisation exists to make a difference and feedback helps us to continue to develop.

3 Timeframe to Raise Your Feedback

3.1

Compliments and Comments

You can compliment us or give general feedback at any time

3.2

Complaints

One Small Thing encourages all complaints to be made as soon after an incident as possible. This helps us to act on complaints in the most comprehensive way.

If the complainant is unable to do so immediately we ask that a complaint be made up to 12 months of either:

- the date the matter which is the subject of a complaint is about occurred, or
- if it was later, the date on which the complainant became aware of the matter.

The time limit will not apply if we are satisfied that there was a good reason for the complaint not being made within the time limit. Any complaints made beyond this time frame that are upheld will be considered historical complaints. Historical complaints will still be taken seriously.

In instances of historical complaints, we may be more limited in the information we can access during an investigation. However, we will still pursue a historical complaint if it is possible to investigate the complaint effectively and fairly.

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4 Process for Actioning Complaints

4.1

Complaints

4.1.1

Verbal or Written

However you contact us regarding a complaint, you will receive a response and it will be dealt with in a timely manner. There will be an internal report made and any necessary action will be fully taken to resolve the complaint. We endeavour for all complaints to be resolved swiftly.

Where possible and appropriate, please try and speak directly to the team or person involved. We hope that many of the complaints raised can be resolved by this direct approach, prior to an investigation. If you are unable to take this direct approach, please use the contact details outlined in section 5.2.

On receipt of a complaint, as outlined in section 3, we will:

1. Acknowledge your complaint within five working days
2. carry out an internal investigation
3. provide a written response of our findings and any follow up action taken as soon as possible, but not later than a further 25 working days (30 days in total from receipt of complaint).

If the investigation is anticipated to take longer than the timescale outlined above, you will be notified of a revised deadline before the 30 working days expires. You will then be given a further date by which you can expect to receive a written response.

4.1.2

Escalation

We strive to resolve all complaints satisfactorily and at the earliest opportunity. However, if you continue to be dissatisfied with the outcome of your complaint, you are invited to raise your concern(s) with any relevant statutory body, including but not limited to:

- The Charity Commission
- The Fundraising Regulator (Please note that complaints to The Fundraising Regulator need to be submitted within 2 months of the final response from One Small Thing)
- Information Commissioner's Office

4.2

Managing Your Information and Confidentiality

All written complaints will be logged in as much detail as is necessary. This includes the personal information of the person making the complaint. Information about individual complaints will only be shared with those who need access for a legitimate purpose. This includes staff investigating and responding to the complaint.

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Steps will be taken to maintain your confidentiality, beyond the people who need to look into your complaint. On occasion your information may be shared with others internally as well as externally when we are legally required to do so. Your data will be handled in line with the Data Protection Act (2018).

5. How to Share Your Feedback

We encourage all feedback to be in written form, whether email or letter. If feedback is given orally we encourage it to be followed up in writing, particularly for complaints. This ensures the feedback is received in its truest form.

Whether you have a complaint, compliment or comment we always encourage you to speak directly to the team or person involved first. If having done so, you would still like to raise with someone else, please contact <mailto:feedback@onesmallthing.org.uk>

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