

Complaints Policy

Integral views complaints 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.

The Aim of the policy is to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- Publicise our complaints procedure so that people know how to make a complaint;
- Ensure our staff know what to do if a complaint is received by disseminating the policy and procedure to all staff and link to it in the Staff Handbook;
- Ensure all complaints are investigated fairly and in a timely way;
- Ensure all complaints are, wherever possible, resolved and that relationships are restored;
- Gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Integral.

Who can made a Complaint

Complaints may come from any person who or organisation that has a legitimate interest in Integral, such as our Members or donors.

A complaint can be received verbally or in writing via email or sent to our registered business address.

This policy does not cover complaints from staff – staff that have complaints should use the Integral’s Grievance policy as outlined in the Staff Handbook issued with their contract.

How to make a Complaint

- 1) Written complaints may be sent to Integral at our registered business address as listed on our website, or sent to the Chair of the Board at his work address as listed on the Charity Commission website.
- 2) Complaints may also be sent via e-mail to enquiries@integralalliance.org.
- 3) Verbal complaints may be made in person to any Integral’s staff member, but with the understanding that, once recorded on the Complaints Log, they will be handed to a Board member.

Confidentiality

All complaint information will be handled sensitively, informing only those who need to know and following any relevant data protection requirements.