



Policy Number	Review Date	Next Review Date
12	March 2021	March 2022

Complaints Procedure

Little Village is committed to maintaining high standards across all aspects of its work. However, we recognise that there is always the possibility that we may fail to meet the high standards that we set for ourselves. We welcome this feedback which helps us to evaluate and improve our work.

What to do if you have a complaint.

This procedure applies to anyone receiving or requesting support or services, volunteers, donors and other stakeholders. Employees should refer to the Grievance procedure.

If there is anything to do with Little Village about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again.

In particular, as a children's charity, we take child protection extremely seriously. If you have any concerns about the behaviour of one of Little Village's employees, volunteers, or beneficiaries in any situation, it is vital that you tell us about it immediately so that appropriate action can be taken.

Dealing with Concerns and complaints Informally

If you have a concern or complaint relating to your interaction with Little Village you should, where possible, start by talking it over directly with the person(s) involved and clearly outline what you feel should be done to alleviate or rectify the situation. You may be able to agree a solution informally between you.

If this is not an option, discuss the matter directly with our Volunteer Manager or Hub Manager who will seek to resolve the complaint on your behalf with the relevant parties.

Whether or not the concern or complaint has been resolved, it should be brought to the attention of our Head of People by the team member it has been raised with, within 5

working days of the complaint being made. A log of informal complaints will be kept by the Head of People, and all information will be treated in the strictest confidence.

Formal complaints

If the matter is serious and/or you wish to raise the matter formally you should set out the complaint in writing to the Head of People at the email address below

You can email us at hello@littlevillagehq.org

You can also write to us at: Little Village HQ, St Mark's Church, 53 Rowfant Road, London, SW17 7AP

What we will do on receiving your complaint

- We'll listen, record your complaint and advise you how it will be handled.
- Your complaint will be investigated by an appropriate member of the team who will listen to all employees, volunteers, children and families affected or involved.
- We'll take action to resolve the problem and tell you what that action is.
- We'll take steps to avoid a repeat occurrence or if necessary exclude a person/persons from Little Village.
- Any decision to exclude a person from the organisation due to discriminatory or harassing behaviour will be made in reference to Little Village's constitution and employment policies.
- At all times we will treat you with understanding and respect. We ask that you do the same for our employees and volunteers.
- Confidential information in relation to your complaint will be handled sensitively.
- We are not able to respond to anonymous complaints. The exception to this is in matters relating to safeguarding concerns, but we would encourage complainants to identify themselves on the grounds that any complaint will be handed in confidence and with sensitivity.
- We cannot deal with matters for which Little Village is not directly responsible, unless it involves a child protection or safeguarding issue.
- A register of written complaints will be kept and shared with our Board of Trustees.

Complaint response times

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately. However, we will act as promptly as we can.

You will receive an initial acknowledgement and/or response within five working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required, we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you.

What constitutes a complaint?

We regard a complaint as any expression of dissatisfaction with any aspect of Little Village which is under the control of the Charity, its employees or volunteers.

What if our response does not satisfy you?

If you are not happy with our response, please let us know and your complaint will be reviewed by one of our Trustees. If you are still not happy that your complaint has been handled effectively, Little Village is governed by the Charity Commission. You can find details about how to escalate a complaint with them and what sort of issues they will get involved with on this website <https://www.gov.uk/complain-about-charity>

Monitoring and Reviewing

This policy will be monitored periodically and will be updated in accordance to changes in the law and best practice guidance. The Board of Trustees will review this policy annually, review any trends in the nature of complaints, and ensure any learnings are incorporated into our operations.

Any personal data provided in the course of making a complaint will be used only for these purposes and in accordance with our Data Protection Policy.

Sophie Livingstone,

CEO, Little Village

Reviewers:

Clare Hill, Head of People

Rebecca Wilson, Head of Programmes

Helen Murphy, Trustee

Review Date: March 2021