



<b>Policy Number</b>	<b>Review Date</b>	<b>Next Review Date</b>
<b>5</b>	<b>March 2023</b>	<b>March 2025</b>

## **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, referral partners, donors and other stakeholders. Employees should refer to the Grievance procedure.

If you feel you need to complain about an experience or interaction with Little Village, 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 anyone connected to Little Village 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 could or 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 your contact in the Volunteer, Referrals, Baby Bank or other Little Village team or Kate Moon our Designated Safeguarding Lead (DSL) who will seek to resolve the complaint on your behalf with the relevant parties.

In the event of a complaint not being satisfactorily resolved at this level, or if you do not feel able to approach one of these team members, please contact our Head of Operations with your concerns. They will endeavour to address any concerns and reach a resolution.

### **Formal complaints**

If the matter is serious, or you feel it has not been satisfactorily resolved by the initial team member, and/or you wish to raise the matter formally you should set out the complaint in writing to the Head of People via this email address: [hello@littlevillagehq.org](mailto:hello@littlevillagehq.org)

You can also write to us at: Little Village HQ, 144-146 Tooting High Street, London, SW17 0RT.

### **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 with reference to Little Village's constitution, volunteer 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>.

### **Accessibility**

If any aspect of our Complaints Procedure causes you difficulty on account of a disability or other factor, please get in contact with our Head of People by email at [hello@littlevillagehq.org](mailto:hello@littlevillagehq.org), who will assist with reasonable adjustments to support you.

### **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.

Signed:

Sophie Livingstone,  
CEO, Little Village

### **Reviewers:**

Clare Hill, Head of People  
Helen Murphy, Trustee

Review Date: March 2023