

## Complaints Policy

### 1. Introduction

Pride Action North is committed to delivering high-quality services to all individuals and communities we support. We value the feedback of those who engage with us and recognize that, occasionally, things may go wrong. In such instances, we encourage individuals to raise their concerns or complaints so that we can resolve issues promptly and fairly, ensuring continuous improvement in our services.

### 2. Scope

This policy applies to any individual or organisation with a legitimate interest in the activities of pride Action North, including but not limited to service users, volunteers, staff, partners, funders, and the general public.

### 3. Principles

- **Inclusivity:** We encourage all individuals, to feel safe in raising concerns without fear of discrimination, retaliation, or bias.
- **Transparency:** The complaints process is open, clear, and easy to access.
- **Fairness:** Every complaint will be handled consistently, objectively, and with fairness.
- **Confidentiality:** We respect the privacy of individuals making complaints and ensure that all information provided is handled with strict confidentiality.
- **Resolution-Focused:** We aim to resolve complaints promptly and to the satisfaction of all parties involved wherever possible.

### 4. How to Make a Complaint

We encourage complaints to be raised in the following ways:

- **Verbally:** Complaints can be made directly to a member of staff or volunteer. If this does not resolve the issue, a formal complaint can be made.

- **In Writing:** Complaints can be submitted via email to [feedback@prideactionnorth.org.uk](mailto:feedback@prideactionnorth.org.uk) or post to the attention of the Charity Manager, at the address below.

## 5. Complaints Process

### Stage 1: Informal Resolution

In many cases, issues can be resolved informally by discussing them with the relevant member of staff. We encourage individuals to raise concerns at the earliest opportunity.

### Stage 2: Formal Complaint

If informal resolution is not possible or satisfactory, a formal complaint can be made. This should be done in writing and include:

- Your name and contact information
- A description of the complaint, including relevant dates and details
- The outcome you seek

Complaints should be sent to:

Pride Action North  
Ashington Workspace  
Lintonville Parkway  
Ashington  
Northumberland  
NE63 9JZ

[feedback@prideactionnorth.org.uk](mailto:feedback@prideactionnorth.org.uk)

0333 242 7307

We will acknowledge receipt of your complaint within 5 working days and provide a full written response within 20 working days. If the issue requires more time, we will inform you of the reasons for the delay and give an estimated timeline for the response.

### Stage 3: Internal Review

If you are dissatisfied with the response, you may request an internal review by writing to the Chair of Trustees. The request should include why you remain dissatisfied and any additional relevant information. The Chair of Trustees will acknowledge receipt of the request within 5 working days and aim to respond within 30 working days.

If you remain unhappy

Depending on the nature of your complaint, you may be able to complain to the Charity Commission for England and Wales if you remain dissatisfied by visiting <https://www.gov.uk/complain-about-charity>.

## 6. Complaints Involving Staff or Volunteers

If the complaint relates to the behaviour or conduct of a specific staff member or volunteer, it will be handled by the Charity Manager or their appointed representative in accordance with Pride Action North's internal policies, including its disciplinary and safeguarding procedures. Depending on the nature of the complaint, we may involve our external advisors and legal representatives.

## 7. Complaints Involving Serious Issues

If the complaint involves allegations of abuse, discrimination, or illegal activity Pride Action North will take immediate steps to investigate and, if necessary, involve external authorities such as the police, safeguarding teams, or other relevant bodies including the Charity Commission. We are committed to protecting the rights and safety of and will prioritise safeguarding measures throughout the process.

## 8. Learning from Complaints

We believe that feedback, including complaints, is a valuable tool for learning and improving. After the conclusion of the complaints process, we will:

- Reflect on the circumstances leading to the complaint
- Identify areas for improvement
- Implement changes to avoid recurrence of similar issues
- Ensure ongoing training and support for staff and volunteers, where appropriate

## 9. Monitoring and Review

Pride Action North will monitor complaints to ensure they are dealt with in a timely, consistent, and fair manner. Complaints and outcomes will be regularly reviewed by senior management and the Board of Trustees to identify any patterns and take action as needed. This policy will be reviewed annually or sooner if necessary.

## 10. Contact Information

For questions, concerns, or to make a formal complaint, please contact:

Pride Action North

Angela Brudenell, Charity Manager

Ashington Workspace, Lintonville Parkway, Ashington, Northumberland, NE63 9JZ  
0333 242 7307

## 11. Further Support

If you require additional support to make a complaint, such as translation services, accessible formats, or assistance in writing or on the telephone, please let us know, and we will do our best to accommodate your needs.

**Last review:** 05/12/2024 by Board of Trustees

**Next Review:** 05/12/2025