

<b>Document Name:</b>	<b>Complaints Procedure</b>
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Pass amendments to:	Managers, Volunteering Coordinator and Board of Trustees
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**Document Description**  
 TWAM holds the wellbeing of its staff and volunteers as of paramount importance and should there be a need for a complaint will take it very seriously. This policy outlines how a complaint should be made and how TWAM will respond to it.

**Implementation and Quality Assurance**  
 Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed every three by the Chief Executive and Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.

All aspects of this Policy shall be open to review at any time. If you have any comments or suggestions on the content of this policy please contact Mike Griffin, mikeg@twam.uk or at Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD 01473 210220.

## Complaints Procedure

We are really sorry if anyone feels that we have let them down and they have cause to complain. We hope by following this accessible, open and transparent procedure we will be able to resolve this to your satisfaction and in a reasonable time frame.

Please follow the stages in our Complaints Procedure as we believe this is the best way to quickly resolve complaints to everyone's satisfaction.

### Stage 1

If you have cause to complain about something we have done, or not done, could we ask in the first instance you contact Jonny Green, our Head Office Office Manager

Please either ring, write or email Jonny and explain your complaint to him. Ideally it would be good if you could phone Jonny to discuss the issue informally with him, and if at all possible resolve the issue at that time. If the complaint cannot be resolved at the time, Jonny will endeavour to do so within five working days.

Post: Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD  
Phone: 01473 210220  
Email: jonnyg@twam.uk

If you prefer to put your complaint in writing please allow Jonny 5 working days from receipt of your letter/email to respond.

### Stage 2

If you have not been able to resolve the complaint to your satisfaction you can ask for the matter to be referred to our Chief Executive, Mike Griffin. Please do so in writing stating both your original complaint and why you feel Jonny has been unable to satisfactorily respond to it.

Mike will respond to you within ten working days.

### Stage 3

If the response is still unacceptable you may ask for the complaint to be raised with the Board of Trustees. Their contact details will be provided on request by the Chief Executive or Office Manager. Please make contact in writing providing the following information:

- Full name, address and telephone number.
- A full description of the complaint and a description of how to resolve the complaint.
- Copies of any relevant documentation that should be considered as part of the complaint investigation.

### **Empowering people with the tools that create livelihoods and transform lives**

Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD

t: 01473 210220 e: post@twam.uk twam.uk

Registered charity No: 1104903 (England and Wales) VAT Registration Number 347292286

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Within 14 days of the formal grievance, the board will make a finding and respond to the complainant in writing.

#### **Stage 4**

If you still feel the complaint has not been resolved to your satisfaction you will be advised of the details of the relevant regulator, e.g.: The Fundraising Regulator.

We are genuinely sorry when someone has cause to complain and hope this clear approach will enable us to quickly resolve the issue. If your complaint is about the Office Manager you may miss out stage 1 and contact the Chief Executive in writing to the address above. If your complaint is about the Chief Executive you may miss out stage 1 and 2 and contact the board in writing via our head office address or request their contact details from head office.

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