



## Complaints and Feedback Policy

### 1. Why do we need this policy?

1.1. **Include.org** (registered as **The Include Project** and including **The Include Choir**) recognises that it is important to hear about the experiences of people who are providing or using our services and to use this to improve what we do. It is especially important to learn from mistakes.

1.2 For this reason we encourage people using the service and/or their families or representatives to raise any concerns or complaints they may have, so that we can find out what went wrong and make sure the same problem does not happen again. By doing this, we can improve the service for everyone using it.

### 2. How will this happen?

2.1 If you or your family/representative has any concerns or complaints, these can be discussed freely with the **Operational Lead, CEO or Chair of Trustees**. We will take all concerns and complaints seriously and deal with them as quickly and sympathetically as possible so that you will know the outcome within 28 days.

#### 2.2 Contact Details:

Tanya Smith, Operational Lead - [Tanya.Smith@include.org](mailto:Tanya.Smith@include.org) / 07918 470190

Alix Lewer, CEO - [Alix.lewer@include.org](mailto:Alix.lewer@include.org) / 07446 879835

Cathy Wood, Chair of Trustees - [Cathy.Wood@include.org](mailto:Cathy.Wood@include.org)

2.3 You do not have to be afraid to make a complaint, as we really want to know about your experiences and to try to improve the service we offer in any way we can. You can make a complaint in any way that suits you for example in person, by phone, email, letter or by filling in our complaints form.

2.4 After we have looked into or investigated a complaint, we will write and send you and/or your representative a letter and/or a report explaining the conclusions and what action will be taken.

2.5 Where a full investigation has been necessary, the letter/report will also explain how the investigation was done and summarise the information that was gathered. If the complaint was about a particular person, that person will also be given a copy of the letter or report.

2.6 We will also tell you in the letter/report what you can do if you and/or your representative are not satisfied with the investigation or the outcomes. You have the right to and can take the matter further by contacting any member of the **Include.org** Board of Trustees.



## 2.7 The Include.org Board of Trustees

- Cathy Wood (Chair) [cathy.wood@include.org](mailto:cathy.wood@include.org)
- Nigel Leach (Treasurer) [nigelleach64@gmail.com](mailto:nigelleach64@gmail.com)
- Harriet Kalkan (Safeguarding Lead) [harriet.kalkan@include.org](mailto:harriet.kalkan@include.org)

2.8 You can also raise your complaint with:

### **Charity Commission for England and Wales (CCEW)**

PO Box 211

Bootle

L20 7YX

Telephone: 03000 66 9197

Website: [www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)

2.9 We do our best to make sure that the complaints process is fair and that everyone involved in it is supported adequately. If you and/or your representative would like independent support to raise a complaint or concern, you can contact:

Volunteer Action Reigate and Banstead

Telephone 01737 763 156

Email: [info@varb.org.uk](mailto:info@varb.org.uk)

or contact local Advocacy Services.

## 3. Safeguarding

Any safeguarding concerns will be dealt with according to our **Safeguarding Policy**.

## 4. Complaints or concerns about staff or volunteers

4.1 If the complaint is about workers or volunteers at **Include.org** they will be informed about the nature of the complaint and be given an opportunity to respond. They will also be informed about sources of independent support in case this is useful to them. Any follow-up action required for workers will be addressed through supervision from the Director or Volunteer Manager

4.5 All complaints and actions taken will be recorded and a summary will be available for inspection by any relevant regulatory bodies as and when required. Complaints and lessons to be learned from them will be discussed with workers, volunteers, Exec Committee Members and Trustees when this is appropriate and without infringing anyone's right to privacy and confidentiality.

## 5. Complaints or concerns about fundraising

5.1 In some instances, there may be complaints or concerns about Include.org fundraising practice. Any concerns can be reported to the Director where the complaint will be investigated thoroughly and fairly without delay to determine the facts of the claim. All complaints will be responded to fairly in a timely manner whilst ensuring the person making the claim is protected from victimisation and harassment.

5.2 Any concerns about our fundraising practice that can not be resolved within the organisation can be reported to the Fundraising Regulator by email to [admin@fundraisingregulator](mailto:admin@fundraisingregulator) or telephone on 0208 154 0362.

## 6. Related Policies and Procedures

6.1 In some situations, it may be better to deal with a concern or complaint by another procedure – for example Safeguarding against abuse or neglect or the Disciplinary procedure (See The Include Project Constitution / Include Choir Rules & Regulations documents).

6.2 If this is the case you will be told the reasons why an alternative procedure is being used and we will also give you information about that procedure. If workers have any complaints or concerns they will be able to make use of the procedure for Grievances.

### 6.3 See these other policies, procedures and documents for further information on:

- Volunteers Policy
- Confidentiality Policy
- Grievances Policy
- Equal Opportunities Policy
- Safeguarding Policies
- Whistle-blowing Policy
- Inclusive Communication Policy
- Disciplinary procedure (within Constitution/ Choir Rules & Regulations) •  
Accessible Complaints Form
- Include Choir Code of Conduct

6.4 All **Include.org** policies and procedures are currently freely available at Include Choir sessions, via our intranet and on request.

This policy was adopted on 27 August 2024 by:

Name: Alix Lewer

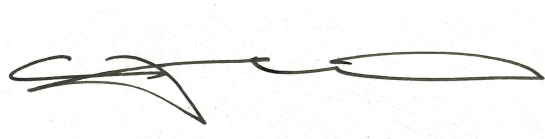
Role: Director



Signed: .....

Name: Cathy Wood

Role: Trustee



Signed: .....

And will be reviewed by 27 August 2026

[The Include Project: Registered Charity number - 1177785](#)

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