



Warwickshire Pride

Registered Charity Number: 1162449

Complaints Policy

Policy Statement

Warwickshire Pride's board of trustees understand that sometimes there may be people who feel dissatisfied with the service they receive or the work of the charity or its trustees, employees or volunteers.

All complaints will be taken seriously and handled promptly, appropriately and sensitively.

Purpose

The aim of this policy is to outline how people can make a complaint and to ensure that any complaints submitted are handled in a fair way.

This policy states the responsibilities of Warwickshire Pride's board of trustees and how complaints will be managed.

Making a Complaint

Any person wishing to make a complaint is encouraged to contact Warwickshire Pride's board of trustees. Any Warwickshire Pride staff or volunteer can also take a complaint and pass this on to the board of trustees.

People often worry about making a complaint as they fear not being taken seriously, worry that nothing will be done, that they will be seen as a troublemaker, or that someone could get into trouble as a result. However, anyone wishing to make a complaint is encouraged to do so. Warwickshire Pride's board of trustees are clear that all complaints will be taken seriously and handled professionally.

A complaint can be made in the following ways:

- By email to **info@warwickshirepride.co.uk**
- By letter to **Warwickshire Pride, 80 Spinney Hill, Warwick, CV34 5SP**
- By telephone to **07580532659**

Complaints will not be accepted in other forms or using of the board of trustee's direct or personal contact details.

The complainant must provide their contact details so the correct procedure can be followed. The complainant should also provide any evidence they have to back up their complaint.

If the complainant wishes to keep their identity confidential, this should be made clear at the point of making the complaint.

Acknowledgement of a Complaint

Any complaint that has been made will be acknowledged within 10 working days. Warwickshire Pride's board of trustees then have up to 28 days to respond fully to the complaint, including to ask for a meeting or discussion, to request evidence or witness testimonies, or to clarify what the complainant wishes the outcome of their complaint to be. This communication will also detail the person responsible for handling the complaint.

Procedure for Handling a Complaint

1. The complaint is acknowledged within 10 working days.
2. Warwickshire Pride's board of trustees determine who is the most appropriate person to handle the complaint. This will depend on who the complaint relates to and the nature of the complaint. For example, a complaint about a particular trustee would not be handled by that trustee.
3. The trustee handling the complaint will contact the complainant within 28 days to arrange a discussion or meeting, to request evidence or witness testimonies, or to clarify what the complainant wishes the outcome of their complaint to be.
4. Communication must be made using a Warwickshire Pride email account, such as **info@warwickshirepride.co.uk** or an alternative if such an email address exists at that time. For example, this could be an official Warwickshire Pride email address that a trustee has, or a generic email address that all trustees have access to.
5. The complaint is investigated based on evidence, witness testimonies and factual information.
6. The outcome of the complaint is communicated.

Vexatious and Malicious Complaints

The complaints procedure will protect and support any trustee, employee, volunteer, service or activity where it is deemed that the complaint has been made without sufficient grounds or when there is a conscious desire to cause harm.

Any complaint made that is deemed to be vexatious or malicious will not be investigated and the decision by the board of trustees will be communicated to the complainant in writing where possible.

Appealing the Outcome of a Complaint

If the complainant is not satisfied with the outcome of their complaint, there is a right to appeal. This must be made in writing within 10 working days of the initial outcome of the complaint.

Appeals should be submitted to **info@warwickshirepride.co.uk**.

When an appeal request is made, the complaints procedure detailed in this policy will be followed again, with a different trustee taking responsibility for investigating.

An appeal may only be made once. No further appeals will be accepted.

Last reviewed: January 2026

Next review due: January 2027