

Complaints Policy for VOCAWAVES

VOCAWAVES view complaints as an opportunity to learn and improve the organisation in the future, as well as to resolve issues for those who made the complaint. A complaint in this document is defined as an expression of dissatisfaction about any aspects of VOCAWAVES. These may come from any volunteer, staff member, member of the public or organisation who has a legitimate interest in us. Complaints may be filed verbally or in writing. This policy does not cover complaints from inside the organisation, who should instead refer to our Whistleblowing Policy.

VOCAWAVE will:

- Provide a complaints procedure that is fair and clear to anyone wishing to make a complaint
- Publicise our procedure so people know how to contact us regarding complaints
- Make sure our volunteers and committee know what to do if a complaint is filed
- Ensure all complaints are investigated fairly and within good time
- Ensure all complaints are, wherever possible, resolved and to repair relationships with those involved
- Gather information to help us conduct activities

Review

This Policy and these Procedures will be regularly reviewed:

- Following any issues or concerns raised about the complaints procedures within VOCAWAVES
- In all other circumstances, at least every Annual General Meeting (AGM).

Document updated and effective as of 14/09/2023