



NEFYN CAMPS

S1 COMPLAINTS POLICY & PROCEDURE			
Version:	1.0	Owner:	Board of Trustees
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Policy Statement

Nefyn Camps value concerns and complaints as they assist us to improve every area of our work as we seek to serve young people and volunteers. If we are not getting something right, please let us know.

Nefyn Camps is committed to consistent, fair and confidential handling of concerns and complaints, and to resolving problems as quickly as possible. We aim to make it as easy as possible for people to make a complaint if they are dissatisfied with any aspect of our work. We will treat all complaints equally and seriously.

Definitions

A concern is defined as an expression of worry or doubt over an issue considered to be important for which reassurances are sought. Nefyn Camps will resolve concerns through day-to-day communication as far as possible. Concerns should be raised with the person responsible for whatever is causing the concern. It may be the case that the provision or clarification of information will quickly resolve a concern.

A complaint is defined as an expression of dissatisfaction about any aspect of Nefyn Camps' work, encompassing fundraising, services, volunteers, or anyone else acting on our behalf. Where it is not possible to resolve concerns through day-to-day communication on a local level, this policy outlines the way in which a complaint will be handled.

Scope

This policy covers complaints about:

- The standard of service you may have received from Nefyn Camps.
- The behaviour of anyone who may have played a part in delivering that service.
- Any action, or lack of action by our volunteers or any other person acting on our behalf.

Our complaints policy does not cover:

- Matters that have already been investigated through the complaints procedure.
- Any concern that falls into the remit of the safeguarding policy or whistleblowing policy.
- Disputes between third parties that are outside of our remit.
- A complaint made on behalf of another adult, unless written consent is provided by that person.



Procedure

1. Standards

When a complaint is made, Nefyn Camps will seek to:

- Listen to complaints and feedback, treat them seriously and learn from them.
- Deal with all complaints fairly, constructively and consistently.
- Effectively address complaints to support volunteers.
- Follow the policy and procedure for every complaint, wherever it comes from.
- Handle all information sensitively and in accordance with data protection legislation.
- Make every attempt to ensure that both the complainant and Nefyn Camps maintain confidentiality. However, the circumstances of a complaint may be such that it may not be possible to maintain confidentiality (each complaint will be judged on its own facts). Should this be the case, the situation will be explained to the complainant.
- Take action where appropriate.

2. Principles for investigation

When investigating a complaint, we will try to clarify:

- What has happened,
- Who was involved,
- What the complainant feels would put things right.

We intend to address complaints as quickly as possible. To achieve this, realistic and reasonable time expectations will be set for each action within each stage. Where further investigations are necessary, new time expectations will be set, and the complainant will be sent details of the new timings and explanation for the delay. Nefyn Camps expects that complaints will be made as soon as possible after an incident arises and no later than three months afterwards. We will consider exceptions to this time frame in circumstances where there were valid reasons for not making a complaint at that time and the complaint can still be investigated in a fair manner for all involved.

3. Stages of Complaint

Step 1) Procedure for dealing with an Informal Complaint

A complaint should be raised as soon as possible with the relevant Nefyn Camp Leader, either verbally or in writing. Within a Camp setting, this will usually be the Main Leader of the Camp. If the complainant is unclear who to contact or how to contact them, or if the complaint is about a Main Leader, they should contact the Nefyn Camps' Chair of Trustees.

Nefyn Camps will usually acknowledge informal complaints in writing within 5 working days and investigate and provide a response within a further 10 working days.

If the complaint is not satisfactorily resolved informally, it will be escalated to a formal complaint.



Step 2) Procedure for dealing with a Formal Complaint

When an informal resolution is not possible or a formal complaint is to be made from the onset, the following procedure applies. An e-mail or letter setting out a formal complaint in writing should be sent to the bookings secretary/trustee: E: bookings@nefyncamps.co.uk or % 5 Bluebell Wood, Leyland, PR25 3ZF.

This written complaint should provide details such as the reason for the complaint, when and where it happened, the name(s) of anyone involved (if relevant/ known), the outcome hoped for and the complainants contact details (name, address, phone number, email).

Nefyn Camps will usually acknowledge formal complaints in writing within 10 working days. The Trustees will then investigate and normally contact the complainant within 20 working days to clarify concerns and to seek a resolution. We may call a meeting either in person, or remotely by Zoom, with the complainant. The complainant may be accompanied to this meeting and should inform Nefyn Camps of the identity of their companion in advance. The companion is present to observe and support the complainant but should not play an active role in the meeting.

In certain circumstances, Nefyn Camps may need to refuse a request for a particular individual to attend any such meeting – for example, if there is a conflict of interest. If this is the case, the Nefyn Camps will notify the complainant as soon as they are aware, so that the complainant has the opportunity to arrange alternative accompaniment.

The written conclusion of this investigation will be sent to the complainant within ten working days. The Chair of Trustees will inform the Board of Trustees of any formal complaints raised.

4. Taking complaints further

All complainants will be responded to as per the procedures and timeframes identified in this policy. If an outcome is not satisfactory to a complainant, contact can be made with any of the following places, relevant to the complaint:

Charity Commission: www.charitycommission.gov.uk, 0845 300 0218

Information Commissioner's Office, for concerns about collection and use of personal data:
www.ico.org.uk, 08456 306060 or 01625 545745

Fundraising Regulator: www.fundraisingregulator.org.uk, 0300 999 3407

5. Persistent complaints

Where a complainant tries to re-open the issue with Nefyn Camps after the complaints procedure has been fully exhausted and the organisation has done everything it reasonably can in response to the complaint, the Chair of Trustees (or other appropriate person in the case of a complaint about the Chair) will inform the complainant that the matter is closed.

If the complainant subsequently contacts Nefyn Camps again about the same issue, Nefyn Camps can choose not to respond. The normal circumstance in which we will not respond is if:

- Nefyn Camps has taken every reasonable step to address the complainant's needs, and



- The complainant has been given a clear statement of Nefyn Camps' position and their options (if any), and
- The complainant is contacting Nefyn Camps repeatedly but making substantially the same points each time

Once Nefyn Camps has decided that it is appropriate to stop responding, the complainant will be informed in writing, either by letter or email.

6. Record-keeping

Nefyn Camps will record the progress of all complaints, including information about actions taken at all stages, the stage at which the complaint was resolved, and the final outcome. The records will also include copies of letters and emails, and notes relating to meetings and phone calls.

This material will be treated as confidential and held centrally. It will be viewed only by those involved in investigating the complaint or who serve on the review panel, except where the secretary of state (or someone acting on their behalf) or the complainant requests access to records of a complaint through a freedom of information (FOI) request, or data subject request under the Data Protection Act, or where the material must be made available during any statutory powers of investigation.

Records of complaints may be kept for up to 70 years.