



Gwent Association of Voluntary Organisations  
Cymdeithas Mudiadau Gwirfoddol Gwent



Cefnogi Trydydd  
Sector **Cymru**  
Third Sector  
Support **Wales**

*I Gymunedau, gyda Chymunedau*



*For Communities, With Communities*

# **GWENT ASSOCIATION OF VOLUNTARY ORGANISATIONS COMPLAINTS POLICY**

**Name: Mr Edward Watts MBE DL**

**Signature:**

**Role: GAVO Chair**

**Name: Mr Stephen Tiley**

**Signature:**

**Role: GAVO CEO**

Version	Author	Date Authorised	Date of Review	Notes/Changes
1	SF & General Purpose Committee	01/01/2018  Chair of Board  Chief Executive Officer 	01/01/2020	
1.1	Reviewed and updated by Senior HR Officer & SF & General Purpose Committee	23/08/2023	23/08/2025	Re-format policy. Check for any legislation. Definitive guidance

***GAVO is committed to safeguarding and promoting the welfare of children,  
young people and vulnerable adults***



INVESTORS  
IN PEOPLE

BUDDSODDWYR  
MEWN POBL





### **Policy Scope & Purpose**

The purpose of this policy is to ensure that people and service users are aware of how to make a complaint and the process of registering a complaint.

### **Responsibility**

A Senior HR representative and the Chief Executive Officer will ensure this policy remains up to date, that the policy provides enough detail and clarification in relation to the process of making and registering a complaint.

Employees have access to all GAVO policies via the PeopleHR system and have a responsibility to make themselves aware of these and to carry out their duties in line with the standards and processes they outline.

Where clarification is needed on the terms of a policy this should be sought in the first instance from the employee's Manager. For further guidance on the policy, please contact Human Resources.

The policy applies to all people and service users.



## **Introduction**

GAVO aims to provide the highest quality of service across its range of provision.

GAVO aims to ensure people and service users feel confident that their complaints and concerns about GAVO's services and/or the behaviour of GAVO's employees and volunteers are acknowledged promptly and fairly.

GAVO values feedback in terms of the quality of work provided and values feedback and suggestions as to how services can be improved.

## **Complaint Procedure**

Both informal and formal complaints should be made in writing and submitted to Human Resources Department at [human.resources@gavo.org.uk](mailto:human.resources@gavo.org.uk). A member of the Human Resources department will ensure that the complaint is referred to a member of the Senior Management Team (and this will usually be the Deputy Chief Executive Officer in the first instance), other than the Chief Executive Officer.

Informal complaints -

Will be acknowledged within five working days of receipt and promptly responded to within ten working days. If the complaint requires further investigation this timeframe will be extended and the complainant notified. The informal complaint will receive a confirmation e-mail concluding the resolution.

Formal complaints -

Should be submitted in writing to Human Resources Department at [human.resources@gavo.org.uk](mailto:human.resources@gavo.org.uk) providing the following detail –

- Full name and contact details including day time telephone number and e-mail address.
- A full description of the complaint including relevant dates and times if known.
- Copies of any relevant documents and reference to any earlier correspondence.



Human Resources and or the Deputy Chief Executive Officer will ensure the complaints procedure is followed –

The complaint will be acknowledged within five working days.

The Deputy Chief Executive Officer (Deputy CEO) and /or the Senior HR Officer meet with the complainant to discuss the complaint in full.

If appropriate, The Deputy Chief Executive Officer and /or the Senior HR Officer will contact appropriate colleagues within the relevant area to conduct an investigation. The outcome of the investigation will be considered by the Deputy CEO in conjunction with the Senior HR officer and a further meeting will be held with the complainant to discuss the outcome. The outcome will also be confirmed in writing. The Deputy CEO and or the Senior HR Officer will aim to complete the investigation and respond to the complainant within twenty eight working days. The complainant may be contacted during this period to seek further clarification and we will be kept up to date with any developments.

If the complaint is more complex or involves people who are not available within response timeframe, it may be necessary to extend the time limit. The Deputy CEO and or Senior HR officer will notify the complainant of the progress of the investigation and or the reasons for the delay.

Please note that if the Deputy CEO and or the Senior HR Officer detailed above are not available an alternative member of the Senior Manager team other than the Chief Executive Officer will manage the informal/formal complaints stage.

### **Anonymous Complaints**

Please note that all complaints are reviewed with care and concern. If a complaint is received and or reported anonymously, it will be reviewed to the extent possible. However, anonymous complaints may affect GAVO's ability to investigate and respond effectively.

### **Appeal Procedure**

If the outcome of the Formal Complaints Procedure is not accepted, the complainant may make an appeal in writing to the Chief Executive Officer.

The appeal must state the grounds for appeal.

The Chief Executive Officer will acknowledge the Appeal within five working days and ensure a further investigation is followed. A further investigation will be conducted to



consider if there is any new or additional evidence that was not available at the Formal Stage, or whether there should be a different interpretation of the information available.

The result of the investigation will be delivered to the complainant in writing within twenty eight working days.

The decision upon Appeal is final.

### **Conclusion**

GAVO will ensure that all complaints are handled in a confidential and professional manner, that they are investigated objectively and fairly to everyone involved and that the Complaints Policy procedure is effectively implemented.



## Appendix 1

### Equality Impact Assessment Tool

	<b>Equality Impact Assessment Questions:</b>	<b>Evidence based Answers &amp; Actions:</b>
<b>1</b>	<b>Name of the policy that you are Equality Impact Assessing</b>	Complaints Policy
<b>2</b>	<b>Describe the overall aim of your policy and context?</b>  <b>Who will benefit from this policy?</b>	The overall aim of the policy is to provide a clear and accessible process to deal with concerns, problems, complaints and suggestions.  GAVO employees / Trustees / Partners / People utilising GAVO services.
<b>3</b>	<b>Who is the overall lead for this assessment?</b>	Human Resources department /Chief Executive Officer
<b>4</b>	<b>Who else was involved in conducting this assessment?</b>	Human Resources department
<b>5</b>	<b>Have you involved and consulted service users, and staff in developing this policy?</b>  <b>What did you find out and how have you used this information?</b>	Staff Forum; General Purpose Committee; GAVO employees
<b>6</b>	<b>What equality data have you used to inform this equality impact assessment?</b>	No equality data is available at this stage to inform the process however, as part of the proposed monitoring agreement with HR, this could be developed going forward
<b>7</b>	<b>What does this data say?</b>	N/A



<b>8</b>	<b>Taking into account the information gathered.</b>  <b>Does this policy affect one group less or more favourably than another on the basis of:</b>			
		<b>YES</b>	<b>NO</b>	
	<b>Race</b>		<b>N</b>	
	<b>Disability</b>		<b>N</b>	
	<b>Age</b>		<b>N</b>	
	<b>Sexual Orientation</b>		<b>N</b>	
	<b>Religion and Belief</b>		<b>N</b>	
	<b>Marriage and civil partnership</b>		<b>N</b>	
	<b>Pregnancy and maternity</b>		<b>N</b>	
	<b>Gender Reassignment</b>		<b>N</b>	
	<b>Sex</b>		<b>N</b>	
	<b>Carers</b>		<b>N</b>	



9	<b>What monitoring arrangements are you implementing or already have in place to ensure that this policy:</b> <ul style="list-style-type: none"><li>• eliminates discrimination</li><li>• remains fair to all employees</li><li>• provides line managers with an effective procedure</li></ul>	This policy will be reviewed every two years by the Senior HR Officer/Human Resources Department.
10	<b>Who will approve this policy and when will this policy be published.</b>	Chief Executive Officer/Chair of Board of Trustees