



Veterans Community Working Party CIC

Document Holder	Nicole Blair
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Complaints Policy and Procedure

The following complaints policy and procedure sets out how we will approach any complaints made.

Complaints Policy

A complaint can be made by any individual or organisation who wishes to report dissatisfaction about the standards, staff, volunteers or anybody directly involved in the CIC.

We aim to resolve complaints within 14 days. Where this is not possible the complainant will receive an update within 14 days on progress made to date and when they can expect to receive the outcome.

Everyone who makes a complaint will be treated with courtesy and respect. In return, we expect people who make a complaint to communicate their concerns fairly and appropriately.

Where complainants harass staff, behave abusively, or unreasonably pursue complaints, we reserve the right to withdraw or modify our complaints procedure.

We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of appropriate directors in order that we learn from what we do and how we do it.

Procedure – How to make a complaint

You can make a complaint to VCWP in any of the following ways:

By email to: info@VCworkingparty.org or calling 077565 46471

Procedure – How we will respond.

We will assess your complaint to determine the best way to deal with it and identify the issues to be investigated. An investigation will be undertaken by a director/safeguarding lead who is independent from the issues being raised.



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We may need to contact you during this time and your cooperation will be important in order to complete the investigation.

Within 14 working days of receiving a complaint we will send you either:

A final response which adequately addresses the complaint; or

A response which explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response

Once the investigation has been completed and the appropriate response and action agreed, we will respond to the complainant with the following information:

A written response describing the details of the complaint

Comments addressing each of the violations alleged in the complaint

Explain the investigations undertaken to consider the complaint and the findings resulting from the investigation

Explain any improvements made as a result of the complaint

Procedure – Appeal Process

If you remain dissatisfied with the outcome of the decisions regarding the complaint, you can appeal the complaint decision.

If you wish to appeal the outcome of the decision you should do so in writing to the Directors of VCWP, setting out briefly the nature of the complaint/appeal; the steps already taken; details of the response received; and a statement as to why you remain dissatisfied.

The Directors will review all the information held relating to your complaint and will conduct further investigations if they consider that the initial investigation was insufficient.

Fundraising Complaint

If your complaint is about our fundraising activities and we are not able to resolve it to your satisfaction, you can ask the Fundraising Regulator, an independent body who set and maintain the standards for charitable fundraising. We follow the Codes of Fundraising Practice and commit to follow the Fundraising Promise which set the standards for fundraising activity throughout the UK. Page 2 of 3



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We use the Fundraising Regulator logo to show you that we're following these standards. By using this logo, we want you to know that you can trust us and give with confidence.

We promise to be honest, fair and open about our fundraising with you, our supporters. We want to reassure you that we will fundraise in a responsible way and, if you don't think we're meeting these high standards then we will take your views seriously. We will always try to resolve your concerns but if you think we haven't, you can forward your complaint within two months of our final response.

To take your complaint directly to the Fundraising Regulator use the [online complaints form](#) or call 0300 999 3407. Find out more on the [Fundraising Regulator's website](#).