



Complaints Policy

Purpose and Scope

This policy applies to Growing Resilience In Teens (GRIT), a Charitable Incorporated Organisation, registered number 1176272.

GRIT is committed to providing high-quality services and maintaining open, transparent, and accountable relationships with the young people we support, their families, our partners, funders, and the wider community. This Complaints Policy ensures that anyone who interacts with GRIT has a clear and accessible process for raising concerns or complaints.

The purpose of this policy is to ensure that all complaints are taken seriously, handled fairly and promptly, and used as an opportunity for learning and improvement. It applies to all aspects of GRIT's work and covers complaints made by service users, parents or carers, external organisations, volunteers, and members of the public.

This policy does not apply to GRIT employees, agency workers, interns, secondees, contractors, consultants and trustees. In the event that they wish to make a complaint, they should refer to the relevant GRIT policies e.g. Grievance Policy, Whistleblowing Policy and the Safeguarding Policy as appropriate.

Neither does this policy apply to volunteers, who may use the GRIT Volunteer Policy as well as the Whistleblowing and Safeguarding policy as appropriate.

Those persons to whom this policy does not apply should make their compliments and comments to their line manager or persons to whom they consider their compliments/comments are most relevant.

1. Commenting on our people or our work

It is always helpful to hear what people think about us; what we do and how. Compliments and comments are welcome because they:

- help to influence the organisational decisions we may make;
- help maintain the standards of our activities;
- raise issues of real importance and can lead to change for the better.

Wherever we can, we will record and report, internally and externally if required, on comments we receive. We will endeavour to acknowledge compliments and comments wherever possible but whilst this may not always be practicable, please be assured that they are always appreciated.

2. Complaining about our people or our work

We recognise that there will be times when our trustees, staff and volunteers or third parties working on our behalf make mistakes or get things wrong. Where this happens and where we

receive a complaint, we will always take this seriously, record and report on it internally and externally if required, and deal with it in a timely manner. We will always take steps to maintain the confidentiality of your personal information. We will only disclose it to people who need to look into your complaint, and, rarely, to others where we are legally permitted to do so.

3. Defining a 'complaint'

We define a complaint as **"an expression of dissatisfaction, however made about actions taken or a lack of action by GRIT, or someone acting on behalf of GRIT."**

Where it is unclear whether a communication is indeed a complaint, we will endeavour to confirm this with you, in so far as we can. If the communication or comment is done anonymously, we may not be able to treat it as a complaint under this policy.

The following issues (this is not an exhaustive list) will be treated as complaints as they touch upon GRIT's purpose and values:

- inappropriate/improper fundraising methods;
- poor standards of service including accusations of professional incompetence/misconduct;
- financial losses/waste;
- current or non-current (historic) harm to children or vulnerable individuals by GRIT;
- criminality within or involving GRIT;
- GRIT being deliberately used for significant private advantage;
- non-compliance with GRIT's own policies/procedures;
- non-compliance with relevant laws and regulations.

Please note: under certain circumstances we may not be able to respond to a complaint including where:

- you have not identified yourself or provided your contact details;
- your complaint is not about GRIT;
- your expression of the complaint is insufficiently clear;
- your complaint has been sent to us and other organisations as part of a bulk mailing or email.

However, GRIT will still take the complaints seriously and deal with them appropriately, including contacting you where we are able to, to discuss the matter further.

4. Sharing your Comments and Complaints with us

Set out below are the details of how and to whom you should submit your feedback:

Email: hello@gritcharity.org

In writing: Dr Louise Randall, GRIT, 18 Chiltern Road, Hitchin, SG4 9PJ

5. Our process for dealing with complaints

Where a complaint has been submitted in accordance with this policy, GRIT will acknowledge your complaint within five working days, explain the process that will be followed and when a decision will be made.

Following a thorough and fair investigation by us to establish the facts surrounding the complaint, we will always attempt to provide a full, written response within 15 working days. There may be occasions where this is not possible, and we will always notify you of this and advise you of the date by which you are likely to receive a response to your complaint against GRIT.

When notifying you of the outcome of our investigation and any follow up action taken, we will confirm to whom you should submit an appeal in the event that you wish to contest the outcome. An appeal must be submitted in writing within 15 working days from the date of the letter notifying you of the outcome and must satisfy one or more of the criteria below.

6. Appealing our response

Any appeal must be in writing and satisfy one or more of the following criteria:

- you have new, relevant information to present (which you have not previously submitted);
- we have failed to consider adequately or at all information you provided in connection with the complaint;
- the response to your complaint is perverse in that no reasonable person could have reached that conclusion based on the information provided to them.

We will acknowledge receipt of your appeal within five working days. We will always attempt to provide a full written response to your appeal within 15 working days. There may be occasions where this is not possible, and where this is the case, we will always advise you and notify you of a date by when you may receive a response.

Our outcome response, which will always be in writing, is final; there will be no further redress within GRIT but listed below are organisations to whom you may refer.

7. Complaints against the Chairperson / Chief Executive or a member of the Board of Trustees will be investigated as outlined below.

	Complaint will be investigated by	Appeal will be investigated by
If your complaint relates to the GRIT Chief Executive or a Trustee	Chairman of the Board of Trustees	Trustees subcommittee (excluding the Chairman)
If your complaint relates to the Chairman of GRIT Board of Trustees	One or two trustees	A trustee

8. Taking your complaint outside of GRIT

In the event that you remain dissatisfied with the response you have received, you are entitled to take your concerns to any relevant statutory body, including but not limited to:

The Charity Commission (England & Wales)

<https://www.gov.uk/complain-about-charity>

The Fundraising Regulator

<http://www.fundraisingregulator.org.uk/make-a-complaint/complaints>

The Advertising Standards Authority

<https://www.asa.org.uk/>

The Information Commissioner's Office

www.ico.org.uk

9. Legal Framework & Guidance

This Complaints Policy takes into account relevant legal requirements, regulations and guidance, including:

- The Children Acts 1989 and 2004;
- Working Together to Safeguard Children 2015;
- Statutory guidance relevant to GRIT issued by GRIT's regulators including the Charity Commission;
- The Fundraising Regulator's Code of Fundraising Practice, Fundraising
- Promise and Rulebooks for Face-to-Face Fundraising;
- Good Governance: a Code for the Voluntary and Community sector;
- Data Protection Act 2018;
- Charities (Protection and Social Investments) Act 2016.

10. Related Policies

This policy should be read in conjunction with the following GRIT policies, which provide additional guidance and context:

- GRIT Whistleblowing Policy
- GRIT Safeguarding Policy
- GRIT Volunteer Policy
- GRIT Grievance Policy

These documents work together to ensure a consistent and comprehensive approach across all areas of financial and organisational management.



- Created by Jodie Chillery on 14/7/2020
- Updated by: Rebecca Kelly (CEO) on 9/4/25
- Approved by Dr Louise Randall, Chairman

Signature:

Date:

Dr Louise Randall

- Next review date: 1/4/2028