

Complaints Policy

1. Introduction

- 1.1. Waterloo Uncovered is committed to providing a high-quality service to all veterans and serving military personnel who access our programmes. A complaint may be generally defined as an expression of dissatisfaction, however made, about our services or our activities. At Waterloo Uncovered we take complaints seriously and are committed to responding to all complaints as we look to learn and improve.

2. Scope

- 2.1. This complaints procedure is accessible to beneficiaries who may have received our services, organisations and members of the public. This policy does not extend to complaints from Waterloo Uncovered employees who should use Waterloo Uncovered's grievance policy. We are not able to respond to any anonymous complaints.

3. Principles

- 3.1. All information in relation to the complainant will be handled sensitively. We will look to address all complaints appropriately and fairly.
- 3.2. We will look to ensure complaints are investigated, wherever possible, within our organisation by someone independent of the events complained about.
- 3.3. We aim to address all complaints promptly.
- 3.4. We will regularly review complaints, to ensure we are able to learn lessons and continuously improve.

4. Procedure

- 4.1. **Informal Complaints.** If you have a concern or complaint, we would encourage you to speak directly with the person involved or a member of the core Waterloo Uncovered team. Many issues can be resolved quickly through informal discussions.

- 4.2. **Formal Complaints.** If the issue cannot be resolved informally, a formal complaint can be lodged via email or post to the CEO.

Email: a.boyle@waterloouncovered.com

Post: CEO, Waterloo Uncovered, 80 Coombe Road, New Malden, KT3 4QS

- 4.3. If the complaint concerns the CEO, then this can be lodged with the Chair of the Trustees.

Email: greville@grocershall.co.uk

Post: Chair of the Trustees, Waterloo Uncovered, 80 Coombe Road, New Malden, KT3 4QS

- 4.4. Please ensure you include the following details: Your name; contact details; a clear description of the complaint; any relevant dates; and any supporting documents.
- 4.5. You will receive an acknowledgement of your complaint within 5 working days. We may also contact you to ensure that we have fully understood your complaint or to ask for further information.
- 4.6. We will typically aim to respond within 20 working days. If we can deal with this more quickly we will. If an investigation is required and we anticipate this may take longer, we will aim to keep you informed.

5. **Resolution**

- 5.1. If, after receiving a response to your complaint, you feel that this has not been satisfactorily resolved then you may request that the complaint is reviewed by Trustees of the Board.
- 5.2. Waterloo Uncovered is registered with the Fundraising Regulator. If you feel that we have been unable to resolve a fundraising complaint satisfactorily, then you can refer this to the Fundraising Regulator.

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