

The Goodwill Revolution: Complaints Policy

1. Introduction

The Goodwill Revolution (TGR) is committed to providing high-quality support to families and individuals in need. We value feedback, and this includes addressing any concerns or complaints promptly, fairly, and confidentially. This policy outlines our commitment to effective complaint handling and the procedures for raising and resolving issues.

2. Purpose of this Policy

This policy ensures that:

- All complaints are taken seriously and handled in a consistent, fair, and transparent manner.
- Individuals feel comfortable raising concerns without fear of reprisal.
- Complaints are resolved as quickly and effectively as possible.
- We learn from feedback to continuously improve our services and operations.

3. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction about the services provided by The Goodwill Revolution (including, but not limited to, how referrals are managed), the actions or lack of action by its staff, volunteers, or representatives, or regarding interactions with the organisation, including those made by donors.

4. How to Make a Complaint

Complaints should be made in writing via email to ensure a clear record.

- **Email:** Louise@thegoodwillrevolution.co.uk

Please include the following information in your complaint:

- Your full name and contact details (email and/or phone number).
- A clear description of what your complaint is about, including relevant dates and times.
- Details of any specific individuals involved (if applicable).
- What outcome you are seeking to resolve the complaint.

5. Complaint Handling Process

Registered address:
38 Chawn Hill
Stourbridge
West Midlands
DY9 7JB

The Goodwill Revolution CIC
Company number: 15778524

Stage 1: Initial Complaint Resolution

1. **Acknowledgement:** Upon receipt of a written complaint, you will receive an acknowledgement within 7 working days, providing that Louise/Simon Wells are not on annual leave. In this instance, your complaint will be reviewed once the annual leave is completed.
2. **Investigation and Resolution:** All initial complaints will be handled and investigated thoroughly by **Louise Wells**. Louise will review the details, gather any necessary information, and aim to resolve the issue directly with the complainant.
3. **Response:** Louise will provide a written response outlining the findings of the investigation and the proposed resolution within **28 days** of the complaint being acknowledged. If more time is required due to the complexity of the complaint, the complainant will be informed of the delay and the new expected response date.

Stage 2: Escalated Complaints

1. **Request for Escalation:** If the complainant is not satisfied with the outcome of Stage 1, they may request for the complaint to be escalated. This request must be made in writing within **10 working days** of receiving the Stage 1 response, clearly stating the reasons for dissatisfaction and why they believe the complaint requires further review.
2. **Escalated Review:** Escalated complaints will be handled and dealt with by **Simon Wells**. Simon will conduct an independent review of the complaint, including the initial investigation and all relevant documentation.
3. **External Advice & Ambassadors:** For complex or sensitive escalated complaints, Simon Wells may seek advice from **external agencies** or consult with TGR's Ambassadors. As of June 2025, our Ambassadors are **James Cash and Sarah Powers**. Their advice will contribute to a comprehensive review of the complaint.
4. **Final Response:** Simon will provide a final written response within **20 working days** of the escalation request being acknowledged. This response will detail the findings of the escalated review, the final decision, and any actions taken or proposed. If further time is needed, the complainant will be informed.

6. Confidentiality and Data Protection

All complaints will be treated with the utmost confidentiality. Personal information provided will only be used for the purpose of investigating and resolving the complaint, in accordance with our Data Protection Policy and GDPR regulations. Information will only be shared with those directly involved in the complaint resolution process.

7. Record Keeping

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A confidential record of all complaints, investigations, and resolutions will be maintained by The Goodwill Revolution for a period of 7 years. This record will be used to monitor complaint trends and inform continuous improvement initiatives.

8. Learning from Complaints

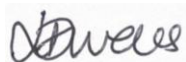
We view complaints as valuable opportunities for learning and improvement. All complaints, regardless of their outcome, will be reviewed periodically to identify any systemic issues and to ensure that lessons learned are integrated into our services and training.

9. Policy Review

This policy will be reviewed annually to ensure its effectiveness and compliance with current best practices and regulations.

By raising a complaint, you help us to ensure that The Goodwill Revolution maintains its high standards and continues to serve our community effectively. Thank you for your cooperation.

Signed:



Louise Wells

Director

Date: 23rd June 2025