



Complaints, Compliments and Feedback Policy

March 2026

Last review completed by:

Board of Trustees

Date of last review:

March 2026

Next review due:

March 2027

Document owner:

J Holmes

Distribution list:

Board of Trustees

1. Our approach

Both Sides Foundation welcomes feedback from people who use our services, our partners, supporters and the wider public. Feedback helps us understand what we do well and where we can improve.

We are committed to handling complaints fairly, sensitively and promptly. We aim to resolve concerns at the earliest possible stage and to treat everyone with respect throughout the process.

Compliments and suggestions are also welcome and are used to recognise good practice and improve our work.

2. What is a complaint?

A complaint is an expression of dissatisfaction about the services we provide, the way they are delivered, or the behaviour of anyone acting on behalf of the Foundation.

This policy does not cover complaints made by staff, which are addressed through our internal grievance procedures.

3. How to raise a complaint

If you are unhappy with any aspect of our work, we encourage you to let us know as soon as possible.

Complaints can be made:

- Verbally (to a member of staff, volunteer or practitioner)
- In writing (by email or letter)

If you need support to make a complaint, you may ask a trusted person to help you.

We will always try to resolve concerns informally and quickly where possible.

4. How we handle complaints

- All complaints will be taken seriously and treated confidentially
- We will acknowledge receipt of a complaint within **five working days**
- We aim to provide a full response within **ten working days** where possible
- If more time is needed, we will explain why and keep you informed

If a complaint cannot be resolved informally, it will be reviewed by a senior representative of the Foundation or, where appropriate, referred to the Board of Trustees.

5. Escalation

If you are not satisfied with the response to your complaint, you may request that it is reviewed by the Board of Trustees. The Board will consider the complaint and respond within a reasonable timeframe.

The decision of the Board will normally conclude the Foundation's complaints process.

6. Taking a complaint further

Both Sides Foundation is a registered charity. If you remain dissatisfied after the Board has reviewed your complaint, you may contact the Charity Commission for England and Wales for advice on the types of concerns they can consider: <https://www.gov.uk/complain-about-charity>

7. Compliments and suggestions

We welcome positive feedback, compliments and suggestions from service users, partners and supporters. These help us recognise good practice and continue to improve our services.

Feedback can be shared verbally or in writing and will be shared internally where appropriate.

8. Contact details

Email: info@bothsidesfoundation.org

9. Approval and Sign-off

This policy was approved by the Board of Trustees of Both Sides Foundation and is reviewed on an annual basis.

Signed

Signed

Neil Bolding
Position: Chair of Trustees
Date: March 2026

James Holmes
Position: Trustee and Governance Lead
Date: March 2026