

Complaints and Concerns Policy

Complaints

Integral views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Integral.

Safeguarding Concerns

Integral also wishes to hear at the earliest possible opportunity from anyone who has any complaints or concerns about the actions of staff or volunteers employed by Integral. These can be raised in the same way.

Integral aims to:

- Provide a fair complaints and concerns procedure which is clear and easy to use for anyone wishing to make a complaint or register a concern;
- Publicise our complaints and concerns policy so that people know how to make a complaint;
- Ensure our staff know what to do if a complaint or concern is received by disseminating the policy and procedure to all staff and linking it to the Staff Handbook;
- Ensure all complaints and concerns are investigated fairly and promptly;
- Ensure all complaints and concerns are, wherever possible, resolved and that relationships are restored;
- Gather information which helps us to improve what we do.

Who can make a Complaint or raise a concern?

Complaints and concerns may come from any person or organisation that has a legitimate interest in Integral, including our Members or donors.

This policy does not cover complaints from staff – staff who have complaints should use the Integral's Grievance Policy as outlined in the Staff Handbook issued with their contract.

How to make a Complaint or raise a concern?

A complaint or concern can be received verbally or in writing by post or via email.

Verbal complaints or concerns may be made in person to any Integral staff member, but with the understanding that the agreed complaints and concerns procedure will be followed.

Written complaints or concerns may be sent to Integral at our registered business address as listed on our website, or sent to the Chair of the Board at his or her work address as listed on the Charity Commission website.

Complaints or concerns may also be sent via e-mail to enquiries@integralalliance.org.

Although we hope you will approach Integral directly to see if we can answer your complaint or concern, you have the right to involve the Charity Commission at any stage. Information about the kind of complaints and concerns the Commission will get involved in, can be found on [their website](#).

Confidentiality

All complaints and concerns information will be handled sensitively, informing only those who need to know and following any relevant data protection requirements.