

Integral Complaints and Concerns Policy

Website Copy (updated September 2026)

Complaints

At Integral, we regard complaints not as criticisms but as opportunities for growth, as well as a chance to put things right for the person or organisation that has made the complaint.

Every complaint provides us with an insight into areas where we can refine our operations and services. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Integral.

Safeguarding Concerns

If you have concerns about the conduct of any staff member or volunteer affiliated with Integral, we want to know as soon as possible. You can voice these concerns using the same channels outlined for complaints.

Integral's Commitments

Integral commits to the following:

- Offer a transparent and user-friendly process for individuals wanting to file a complaint or express a concern.
- Actively promote awareness about our complaints and concerns policy, ensuring that individuals are informed about how to express their concerns.
- Ensure all employees understand the complaints and concerns protocol by integrating it into our regular training programs and linking it to the Staff Handbook.
- Promise timely and impartial investigations into every complaint or concern.
- Aim to address and resolve all complaints and concerns, fostering restoration of trust and relationship-building.
- Continually collect data from these interactions to enhance our operations and services.

Eligibility for Submitting a Complaint or Concern

Any individual or organisation with a genuine interest in Integral, including our members and contributors, can submit a complaint or raise a concern.

Please note: Staff complaints fall under a different policy. Employees of Integral should refer to Integral's Grievance Policy in the Staff Handbook they received upon employment.

Procedure for Submitting a Complaint or Concern

- **Verbal Submissions:** Can be made directly to any Integral staff member. It is essential to note that the official complaints and concerns procedure will be adhered to, regardless of the method of communication.
- **Written Submissions:** Can be addressed to Integral at our official business address provided on our website or directed to the Chair of the Board at their official address mentioned on the Charity Commission website.
- **Email Submissions:** Can be sent to enquiries@integralalliance.org.

We encourage you to communicate directly with Integral to address your concerns and to use our complaints procedure in the first instance. Complainants retain the right to contact the Charity Commission at any stage; however, the Commission is generally unable to resolve individual service complaints and will normally expect charities to address complaints through their own procedures. More information can be found on the Charity Commission website.

Confidentiality Assurance

Every piece of information related to complaints and concerns will be treated with the utmost discretion. Information will be disclosed only to the necessary personnel, in compliance with prevailing data protection norms.

Response Time

All complaints or concerns will receive an acknowledgment within 48 hours, with efforts to provide a comprehensive response within 10 working days.

Escalation

If you're unsatisfied with the initial response, the complaint can be escalated to a higher authority within Integral.

Monitoring and Review

This policy undergoes periodic reviews to remain effective and pertinent.

Data Retention

All complaint data will be retained for a period of 5 years, in line with data protection regulations.

Accessibility

This policy can be availed in various formats or languages upon request, ensuring it's understandable and accessible to all.

Updates and Changes

This policy may undergo changes. Regularly checking is encouraged. Significant changes will be communicated to stakeholders.

Alternative Dispute Resolution

For unresolved complaints, a third-party mediator or an ADR process is available.