



Coodal Charity In-House Complaints Procedure

1. Introduction Coodal is committed to maintaining the highest standards of service and care in all aspects of its work. We value feedback from our stakeholders, including those we serve, employees, volunteers, and donors. This Complaints Procedure provides a clear and transparent process for resolving concerns or complaints raised within the charity.

2. Purpose of the Policy: This policy aims to ensure that any complaints are handled in a fair, consistent, and timely manner. We believe that by addressing complaints properly, we can learn, improve, and continue to provide high-quality services.

3. Scope This procedure applies to all employees, volunteers, service users, and stakeholders of Coodal. It is relevant to any complaints about the charity's activities, services, or staff, as well as issues related to operational or organizational concerns.

4. Definitions

- **Complaint:** An expression of dissatisfaction or concern regarding the services, actions, or policies of Coodal.
- **Complainant:** The individual or group raising the complaint.

5. How to Raise a Complaint Complaints can be made in writing, by email, or by phone. To ensure we can fully understand and address the complaint, the following details should be included:

- The complainant's name, contact details, and relationship to the charity.
- A clear description of the complaint, including relevant dates and any supporting evidence.
- A statement about how the complainant feels the issue should be resolved.

Complaints can be directed to:

- Email: sella.dasan@gmail.com.
- Phone: 07595 337 345.
- Address: 6, Audleigh Place, Chigwell. IG7 5QT.

6. Complaints Process

Stage 1: Acknowledgment

- Upon receiving a complaint, we will acknowledge receipt within **5 working days**. This acknowledgment will inform the complainant of the next steps in the process.

Stage 2: Investigation

- A suitable person (chair or nominated BOT) will be assigned to investigate the complaint. This individual will review all relevant information and may speak with the complainant and other parties involved.
- The investigation should be completed within **15 working days** from the date the complaint was acknowledged. If it is not possible to meet this deadline, the complainant will be informed of the delay and provided with an updated timeframe.

Stage 3: Response

- Once the investigation is complete, the complainant will be informed of the outcome in writing, including:
 - A summary of the investigation process.
 - The decision reached, including any actions taken or proposed.
 - An explanation of any decisions that could not be implemented.

Stage 4: Appeal

- If the complainant is dissatisfied with the outcome, they may appeal the decision. The appeal must be submitted within **10 working days** of receiving the response.
- An independent review of the complaint will be conducted, either by a senior BOT or an external party, to ensure fairness and transparency. The appeal will be concluded within **15 working days**, and the complainant will be informed of the final decision.

7. Confidentiality: Coodal will treat all complaints confidentially. Only those involved in the investigation and resolution of the complaint will have access to relevant information. Any personal details shared during the complaint process will be handled by our data protection policy.

8. Monitoring and Review. All complaints will be logged and monitored to identify any patterns or areas of improvement. This information will be used to enhance our services and prevent similar issues from arising in the future. The complaints procedure will be reviewed annually to ensure its effectiveness.

9. Support and Advocacy If a complainant requires assistance in raising a complaint or navigating the process, they can request support from a trusted individual, such as a

colleague, friend, or family member, or an external advocate. This ensures that all complaints can be raised fairly and without fear of discrimination.

10. Conclusion Coodal strives to ensure that any complaints are dealt with promptly and professionally. We believe that feedback is an important part of maintaining and improving our work, and we encourage stakeholders to come forward if they have concerns.

For further information or to raise a complaint, please contact the chair or nominated trustee in charge of complaints.

This policy aims to create a transparent, supportive, and accountable process for resolving complaints within Coodal.

S.Shanmugadasan

Updated on 19/07/2025.