



Complaints Policy

Introduction & Purpose

At The Maggie Oliver Foundation (TMOF), we believe in the power of truth, justice, and support. Our mission is to provide a safe space for survivors to heal, find their voice, and reclaim their lives.

We are proud of our amazingly caring, supportive and understanding team, who are committed to delivering the highest standards of service to our supporters, beneficiaries and volunteers. A team who all share the same values and a fierce determination to make a real difference in the lives of survivors of childhood sexual abuse.

It's important for us to receive feedback on the services we provide when things go right, so that we can continue to build on that good service for all those who come into contact with us.

However, we acknowledge that while we strive to do the best we can, we may not always get it right and, when this happens, we would like to know what has happened so that we can sort out the situation as quickly as possible and try to ensure that it does not happen again.

We value feedback, as this gives us an opportunity to improve our service.

This procedure outlines the complaints procedure that will enable TMOF to deal fairly and promptly with any complaints that may arise towards the charity, volunteers or staff.

This policy applies to our volunteers (ambassadors), survivors and people we support and wider members of the community who we may come into contact with through our service provision.

This policy outlines how we as a charity handle and respond to complaints fairly, efficiently, and transparently.

Application

A complaint is any expression of dissatisfaction about our services, actions, or staff, whether justified or not including concerns about fundraising, events, volunteering, or how we support our clients.

Anyone who interacts with TMOF can make a complaint, including: beneficiaries, donors, supporters, volunteers, TMOF partners and wider members of the community who we may come into contact with through our service provision.

Complaints can be raised by:

- Persons outside the charity
- Persons within the charity who are not employees

This procedure should not be used by the Charity's employees. If any employee wishes to complain about the conduct of another employee, they should use the Grievance Procedure.



How to Raise a Complaint

Complaints can be submitted in writing to the following email address: supporterhelp@themaggieoliverfoundation.com

People making a complaint should tell us:

- What has happened
- When it happened
- The background to the problem, if it is relevant
- Details of any witnesses to the events or issues of concern
- Details of anyone else you have reported the matter to
- What's been done to try and sort it out (if appropriate)
- What the Charity can do to put things right (if appropriate)
- Confirmation that you are happy for the detail of your complaint and the supporting documentation to be provided to the person complained about, should it be necessary to do so

Your complaint cannot be dealt with unless you provide all the information described above. Where complaints or suggestions are made verbally, you are encouraged to offer support in writing this down and following this process.

We will not respond with any information that breaches employee confidentiality, GDPR or Data Protection legislation and thus some responses may be more generic feedback to your complaint.

If the response from the Charity is not satisfactory, you can ask for your complaint to be sent to the Trustee with the responsibility for Complaints.

Time Limits

Complaints should be raised within 2 months of the issue occurring.

Anonymous Complaints

We will investigate anonymous complaints where possible, but we may be limited in responding or resolving them without further information.

Complaints Process

What you can expect from us – Stage 1

We will acknowledge the complaint within **20 working days** of receiving it and investigate it as quickly as possible. We may contact you for further information.

The Trustee with the responsibility for Complaints may delegate responsibility for investigating the complaint to the manager responsible for providing the service you are complaining about, or to another Trustee. You will be told who has been appointed to investigate.



The complaint will be reviewed by the investigator, who will seek to:

- Establish what has happened, when it happened and who else was involved;
- Contact or meet the complainant if there is a need for clarification regarding the complaint or further information is required;
- If, following the initial information and any discussion with the complainant, the investigation is to proceed, the investigator will inform those who have been complained about of the nature of the complaints made - unless, in the view of the investigator this would prejudice the investigation interview;
- Interview those involved and complained about where necessary to understand their account of events;
- Keep notes of all interviews.

The person responsible for investigating your complaint will write to you within **30 working days** of acknowledging your response telling you the result of their investigation.

Please note, you will not be made aware of specific action taken against Charity employees, due to issues of confidentiality. We will, however, tell you if your complaint has been upheld or not.

Stage 2 – Formal Trustee Review

If you are unhappy with the outcome of stage 1, you may escalate the complaint for a Formal Trustee Review. This must be done within **10 working days** of you receiving the outcome of Stage 1.

If the Trustees are conflicted or indisposed, they may appoint an independent third party to review the complaint.

The Trustee / independent third party appointed to conduct the review will base their investigation on the evidence gathered at stage 1. They may choose to complete further investigations if they are required.

The Trustee / independent third party will then write to the complainant with their outcome.

This is the final internal stage of the process and will be completed within **30 working days** of receiving the request to review from the complainant.

Stage 3 – Escalation to an external body

Where the complaint relates to the running of the charity, this may be made to the Charities Commission.

Child or Adult Protection Issues

Where a complaint relates to child or adult protection issues, the investigation and follow up actions will be carried out in accordance with the TMOF safeguarding procedures. This might include the involvement of the Local Authority designated officer or the Police.

Contact by the complainant



Once a formal complaint has been made, the complainant should avoid ongoing discussion or correspondence with the person complained about (relating to the complaint) without the consent of the investigator.

Confidentiality

The content of your complaint and the fact that it has been raised will be kept confidential, except to the extent that it is necessary to properly investigate the complaint and reach a decision.

Depending on the nature of the complaint and the outcome, we may need to involve other third parties.

This will not be the case if we become aware that you have not treated the fact and content of your complaint as confidential, or if we are required to contact the Police or Local Authority.

The Charity expects complainants to keep reasonable confidentiality as to the nature and content of the complaint so that the investigator can work without obstruction.

Privacy

Documents amassed during the course of the processes described above will be retained or destroyed, according to our Data Protection Policy and Procedures and/or any stipulation required by law.

Learning and Improvement

Formal complaints, whilst rare, are logged and reviewed by the Operations Manager to identify if there are any trends so that we can constantly improve our work. We may publish summary information about complaints in our annual report, but no personal details will be shared.

Right to Withdrawal

At any point, the complainant has the right to withdraw their complaint, which would stop the complaints process. If an investigation had already commenced, and depending on the nature of the complaint, the Trustees will determine if there is a need to continue investigation.

Vexatious Complaints/complaints in bad faith

If the investigator concludes that a vexatious complaint or a complaint in bad faith has been made, the Charity reserves the right to take the following actions:

- In all cases to inform the complainant that this is how the complaint is viewed, giving the reasons why and the consequences of this
- In the case of the Charity's volunteers who have made vexatious complaints – to write to the Board of Trustees, indicating that they have made a vexatious complaint or a complaint in bad faith which might be a matter for charity discipline to be exercised
- In the case of other persons making a vexatious complaint or a complaint in bad faith – further complaints and correspondence will not be responded to.



0. Review

From time to time, this policy will be reviewed and updated to meet the needs of the charity.

Last reviewed and updated: August 2025

