Complaints Procedure

Policy	Date of approval by Choose Love's board of trustees	Date of policy review
Complaints Procedure	May 2024	May 2025
Name and contact details for Human Resources – Eva Phillips Name and contact details for Programmes - Nico Sanders	people@choose.love nico@choose.love	
Name and contact details of the trustee with safeguarding responsibilities	Geoffrey Cordell geoffrey@choose.love	

This policy is for external stakeholders

1. Introduction

Choose Love is committed to a high standard of service delivery. To ensure this, and in order that we continue to improve, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with Choose Love. If we are not getting it right, we invite you to let us know.

All complaints are taken seriously and investigated. Choose Love will learn from the investigation findings to help us improve the services that we provide.

2. What is a complaint?

A complaint is an expression of dissatisfaction or concern by anyone involved externally with Choose Love.

Examples may include conduct about staff members with stakeholders, including partners, beneficiaries or with inter-agency groups. They may concern a breach of an MOU agreement or a lack of information regarding sharing and transparency, a differential treatment of partners, or a misuse of organisational funds.

3. Who Can Complain?

Anyone person not employed by Choose Love who is affected by the way Choose Love provides services can make an official complaint.

A representative may complain on behalf of an affected person if they:

- Are unable to make a complaint themselves, or
- Have given consent for the representative to act on their behalf.

4. How to make a complaint?

We request that complaints are made in writing, but this can also be done verbally. Choose Love aims to handle complaints quickly, effectively and in a fair and honest way.

If you are dissatisfied or have a concern with an individual at Choose Love, sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, then speak to the staff member's line manager, who may, in turn, refer this to the head of Human Resources or other appropriate person in Choose Love. It may be possible to respond immediately. If the matter is more complicated, Choose Love will provide an initial response within five working days.

5. Verbal complaints can be made by:

- Speaking directly to the person concerned.
- Seeking an appointment with the person’s line manager.

6. Making a written complaint

If you are not satisfied with our response to your verbal complaint, or wish to raise the matter more formally, you should submit your complaint in writing, setting out the nature of your complaint in as

much detail as possible and sending your letter marked 'For the Attention of Choose Love's Director of Risk & Assurance' at this address:

Choose Love, Suite 404, 372 Old Street,
London, EC1V 9LT
or by email at complaints@choose.love

If your complaint is about a member of the HR department, or an ELT member, please write to the Chair of our Board of Trustees, whose address is shown above.

All written complaints will be logged.

It will only be on the rare occasion that Choose Love will not respond to a complaint at all. This will include instances where:

- A complainant is being offensive, discriminatory, or abusive in manner.
- Where the matter being complained about is something that does not involve Choose Love or has no direct connection to the work that we do/have done.
- Where a complainant is harassing a staff member.

7. How written complaints will be processed.

Stage One - Investigation

In the first instance, all written complaints should be directed to Choose Love's Director of Risk & Assurance whose responsibility it is to assess and direct the complaint to the relevant department.

The Risk team in consultation with the ELT will acknowledge receipt of the complaint within 3 working days. Choose Love aims to have the investigation completed and the conclusions sent to the complainant within a further 10 working days. Delays will be communicated to the complainant.

The Investigator will prepare a report to the complainant which will set out:

- The nature and scope of the investigation carried out and;
- The conclusions reached and the reasons for those conclusions.

Stage two – Internal escalation

If you are dissatisfied with our response, please contact us by writing to the Executive Leadership Team at Choose Love at the following address:

Choose Love, Suite 404, 372 Old Street, London, EC1V 9LT

Your complaint will be reviewed by a member of Choose Love's Executive Leadership Team (ELT), who may call on advice from others as appropriate. Choose Love's ELT will aim to respond within 20 working days and will clearly set out the substantive issues of your complaint and our findings.

Should you feel that your complaint is still unresolved, then please forward your complaint to the Board of Trustees of Choose Love at the address above.

Choose Love - a registered charity, (number 1177927), and Choose Love Inc, USA, a 501(c)(3) charitable non-profit organisation

A panel of independent individuals who have the relevant expertise and knowledge concerning the complaint will be convened to examine the complaint and the investigation report. The complainant, as well as their representative, if appropriate, will be invited to attend the panel and present their complaint where the complaint will be heard again.

The panel will inform the complainant in writing of their decision within 5 working days of the panel hearing. Should there be any issues preventing Choose Love from replying within 5 working days, Choose Love will inform you and provide an alternative timeframe.

The decision from this panel hearing is our final internal appeal process.

Stage three – External escalation

Should you feel unsatisfied with our response, you can also contact The Charity Commission at the address below.

The Charity Commission
PO Box 1227
Liverpool
L69 3UG
United Kingdom
0845 3000 218

http://www.charity-commission.gov.uk/

8. Anonymous Complaints

Choose Love deals with all complaints under the same procedure, including anonymous complaints, and will take action to consider them further, wherever this is appropriate. Generally, we will consider anonymous complaints if there is enough information in the complaint to enable us to make further enquiries. If, however, an anonymous complaint does not provide enough information to enable us to take further action, we may decide not to pursue it further. Any decision not to pursue an anonymous complaint must be authorised by a member of the Executive Leadership Team.

If Choose Love pursues an anonymous complaint further, we will record the issues as an anonymous complaint on the complaints system. This will help to ensure the completeness of the complaints data we record and allow us to take corrective actions where appropriate.

9. Confidentiality

All conversations and documents relating to complaints considered under Choose Love's Complaints Procedure shall be confidential and disclosed only to the extent necessary. They may be disclosed only to the complainant, the person complained about, members of Choose Love's Executive Leadership Team (Chief Executive, Deputy Chief Executive,), the HR Director and any other individual with whom enquiries need to be made for the purpose of the investigation.

10. Monitoring and Review

Choose Love's Director of Risk & Assurance or other appropriate person in Choose Love will oversee complaints received by the organisation.

Complaints will continue to be monitored within the organisation and will form part of compliance reviews.

Choose Love's Director of Risk & Assurance or other appropriate person in Choose Love will be responsible for monitoring compliance with this policy. The policy will be reviewed one year from implementation and annually thereafter.

May 2024

Choose Love - a registered charity, (number 1177927), and Choose Love Inc, USA, a 501(c)(3) charitable non-profit organisation