

# Complaints Policy

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## 1. Introduction

World Aid Network (WAN) values feedback and treats every complaint as an opportunity to learn and improve. This policy applies to donors, beneficiaries, partners, members of the public and any other person who interacts with the charity.

## 2. What This Policy Covers

A complaint is any expression of dissatisfaction about the services, conduct, communications or decisions of WAN, its trustees, employees, volunteers or partners. This policy does not cover safeguarding concerns or whistleblowing reports, which are dealt with under the Safeguarding Policy and the Whistleblowing Policy respectively. Where a complaint discloses a safeguarding matter, it will be referred immediately to the Designated Safeguarding Lead.

## 3. How to Complain

- Step 1 — Informal: contact the relevant project lead by email at [info@worldaidnetwork.org](mailto:info@worldaidnetwork.org). We aim to resolve issues quickly at this stage.
- Step 2 — Formal: if the matter is unresolved, submit a written complaint to the Chair of Trustees at [info@worldaidnetwork.org](mailto:info@worldaidnetwork.org) or by post to the registered office. We will acknowledge receipt within 5 working days and respond substantively within 14 working days.
- Step 3 — Board Review: if you remain dissatisfied, request a Board Review. The full board will consider the case and provide a final written decision within 21 working days.

## 4. What We Need from You

Please provide your name and contact details, a clear description of what happened, when, who was involved, and what you would like us to do to put it right. Anonymous complaints are accepted but may limit our ability to investigate or respond.

## 5. Confidentiality and Data Protection

Complaints are handled confidentially and processed under the Data Protection Policy. We share information only with those who need to know in order to investigate and respond, or where we are required to do so by law.

## 6. External Recourse

If you remain dissatisfied with our final response and the matter raises serious regulatory concerns, you may contact:

- the Charity Commission for England and Wales — [gov.uk/complain-about-charity](https://www.gov.uk/complain-about-charity);
- the Fundraising Regulator (for fundraising matters) — [fundraisingregulator.org.uk](https://www.fundraisingregulator.org.uk);
- the Information Commissioner's Office (for data protection matters) — [ico.org.uk](https://www.ico.org.uk).

## 7. Serious Incidents

Where a complaint reveals a Serious Incident, the trustees will report to the Charity

Commission promptly under the Commission's "How to report a serious incident in your charity" guidance.

### **8. Records, Learning and Review**

A confidential register of complaints, themes and lessons learned is maintained and reviewed by the board at every quarterly meeting. This policy is reviewed annually.