**1. Introduction**

**Under The Umbrella** **(Utu)** is dedicated to providing a safe and supportive service for LGBTQ+ young people and those adults that care for them, from Milton Keynes and the surrounding areas. We are committed to maintaining the highest standards of service delivery, staff and volunteer conduct, and organisational reputation. This policy outlines the process for service users, volunteers, staff, and committee members to make complaints regarding any aspect of our service.

**2. Principles and Commitment**

**Under The Umbrella** prides itself on upholding best practices and maintaining a high-quality service through rigorous recruitment, training, and supervision processes. We strive for excellence and welcome insights into any practice that could impact service delivery, user experience, or the well-being of our team members and the reputation of the organisation.

**3. Continuous Improvement**

* The organization views complaints as opportunities for improvement and commits to learning from and addressing the concerns raised.

**4. Complaint Submission**

* Complaints must be made in writing through a letter or email.
* Complaints can be submitted by service users, volunteers, staff, or committee members.
* Complaints should be addressed to the Operations Manager or the Chair of the Committee.

To submit complaints or any inquiries related to the complaints process, please contact:

Both the Operations Manager: [Tash Darling. [Operations@undertheumbrella.org.uk](mailto:Operations@undertheumbrella.org.uk)

and the Chair of Committee: [Angela Selleck. [chair@undertheumbrella.org.uk](mailto:chair@undertheumbrella.org.uk)

**4. Receipt and Acknowledgement**

* All complaints will receive confirmation of receipt within 1 week of submission.
* The acknowledgment will include an outline of the next steps and an estimated timeframe for further correspondence (usually within 15 working days).

**5. Impartial Practice**

* All complaints will be treated without bias and will be reviewed by an impartial committee.
* If necessary, an extraordinary meeting will be convened to review the complaint.
* No individual who submits a complaint shall face any form of retaliation or adverse consequence as a result of their complaint.

**6. Confidentiality**

* All complaints and related information will be handled confidentially and shared only with those involved in the resolution process.

**7. Safeguarding Concerns**

* In cases where a complaint pertains to safeguarding issues, the person reported will be placed on a leave of absence during the investigation.
* The organization will follow established safeguarding procedures in conjunction with local statutory authorities.

**8. Resolution and Outcomes**

* Upon review, appropriate actions will be determined by the committee if the complaint is upheld. This may include disciplinary actions, temporary or permanent closure of the service, or referral to statutory authorities.
* If the complaint is not upheld, all records of the complaint will be expunged from the reported person's record after one year but will be kept without prejudice.

**Conclusion**

**Under The Umbrella** values transparency, accountability, and the voices of all stakeholders. This complaints policy ensures that concerns are addressed promptly, impartially, and with the utmost consideration for the well-being and integrity of our service.

Author: Tash Darling. Operations Manager.

Policy written on 30th July 2023

Policy ratified by committee 23rd August 2023

This policy will be periodically reviewed to ensure its effectiveness and relevance. Any updates will be communicated to all relevant stakeholders.