Complaints Policy

Table of Contents

1. Purpose Page 2
2. Who can complain and what counts as a complaint Page 2
3. How to complain Page 2
4. Stage 1 - tell us informally Page 2-3
5. Stage 2 - put your complaint in writing Page 3
6. Stage 3 – ask for review Page 3
7. If you are still unhappy after our final response Page 3-4
8. Safeguarding complaint or concern Page 4
9. Confidentiality Page 4
10. Records and reporting to trustees Page 4

1. **Purpose**

Jumbulance Trust is committed to providing a safe, caring and high-quality service. If you are unhappy with any aspect of our work, we want to hear about it so we can put things right and improve.

2. **Who can complain and what counts as a complaint**

Anyone affected by our work can complain. This policy applies to anyone who uses our services, including assisted traveller and their advocates, Jumbulance groups, private hirers, volunteers, supporters, partner organisations and members of the public. A complaint is any expression of unhappiness about our work, our decisions or the behaviour of anyone acting for us that needs a response.

Employees who have a concern about their own job or working conditions should use our grievance procedure instead of this policy.

3. **How to complain**

We would encourage you to raise a concern as soon as possible. If you are on a Jumbulance trip, we would encourage you to initially speak to the Care Lead or Group Lead so they can try and put things right straight away.

You can complain in whatever way suits you best:

By phone - speak to the General Manager on 07356 279225

By email – james.shekelton@jumbulance.org.uk

By post — General Manager, Jumbulance Trust, Space 282, 282 Leigh Road, Leigh on Sea, Essex, SS9 1BW

Someone else such as an advocate, relative, friend or support worker can complain on your behalf if you agree.

If your complaint is about the General Manager, contact the Chair of Trustees at our postal address.

4. **Stage 1 – tell us informally**

Most problems are best sorted out quickly by the people involved. Tell the person concerned, trip leaders or the general manager, what has gone wrong. We will listen, try to put things right straight away, and apologise where we have made a mistake. We aim to resolve informal complaints within **10 working days**.

We aim to resolve concerns raised during a trip as quickly as possible and, where appropriate, during the trip itself.

If you are not satisfied, or the matter is too serious for an informal conversation, go to stage 2. You do not have to try stage 1 first.

5. **Stage 2 – put your complaint in writing**

Send your complaint in writing to Chair of Trustees, Jumbulance Trust, Space 282, 282 Leigh Road, Leigh on Sea, Essex, SS9 1BW

We will:

1. **Acknowledge your complaint within 5 working days** of receiving it, telling you who is looking into it.
2. **Investigate fairly.** The person investigating will be someone not involved in the events you are complaining about. If your complaint is about a named person, we will tell them what has been said and give them a fair chance to reply before we reach any conclusion.
3. **Send you a full written reply within 20 working days.** The reply will explain what we found, what we will do as a result, and any apology owed.

If we genuinely need longer, for example, a careful investigation involving several people we will tell you why and give you a new date for our reply.

If you are unhappy with our stage 2 reply, you can ask for a review at stage 3.

6. **Stage 3 – ask for a review**

If you think our stage 2 reply got something wrong, or the investigation was unfair, write to the Chair of Trustees within 20 working days and tell us why. A minimum of 2 trustees, who did not take part in the complaint, will look again at how we handled it and whether our answer was fair. We will write to you with the outcome **within 20 working days.**

7. **If you are still unhappy after our final response**

We will be honest about what happens next, because the routes beyond the charity are limited:

Complaints about our fundraising can go to the **Fundraising Regulator** (fundraisingregulator.org.uk), which investigates complaints against the Code of Fundraising Practice. It expects the charity to have had the first chance to resolve the complaint.

Serious wrongdoing can be reported to the **Charity Commission** (gov.uk/complain-about-charity). The Commission is a regulator, not a general complaints service: it acts only on serious concerns, such as a charity not doing what it claims to do, losing

significant money, harming people, being used for personal gain, or involved in illegal activity. It does not adjudicate ordinary service complaints or disputes.

Complaints about how we have handled your personal information can go to the **Information Commissioner's Office** (ico.org.uk).

If you think a crime has been committed, contact the police on 101 (999 in an emergency). You do not need to wait for our complaints process to finish.

For any other complaint, our final response is the last step.

8. Safeguarding complaint or concern

If a complaint suggests someone may have been harmed or abused, we will follow our **safeguarding policy** immediately and will not wait for outcomes from our complaint stages.

9. Confidentiality

We share information about a complaint only with the people who need it to investigate and respond. Complaint records are kept securely, in line with our retention schedule and data protection law for 6 years after the complaint is closed and then destroyed.

10. Records and reporting to trustees

The General Manager keeps a log of every stage 2 complaint: the date received, who complained (or "anonymous"), a summary, what we did, the outcome and the date closed.

At our Annual General Meeting (AGM) the General Manager gives the trustee board a short report covering the number of complaints, any themes, and the changes we have made as a result.

Author	Approved By	Date Approved	Version	Review Date
S.Withington	Trustee Board	20/10/2026	1.0	20/10/2027

End of Policy