



Complaints Policy

1. Overview

1.1 NASS' range of activities can be very broad yet despite its best efforts, there is always a possibility that it may fail to meet the high standards that NASS sets for all of its activities.

1.2 A legitimate complaint is defined as any expression of dissatisfaction with any aspect of NASS, its staff, Trustees or volunteers.

1.3 NASS views legitimate complaints positively as this is one of the ways in which it can ensure it reviews and improves its own processes, standards and overall approach.

2. Making a complaint

2.1 Complaints will be taken seriously. If a service user, member of the public or anyone who engages with NASS has concerns, it is vital they make these known immediately so that appropriate action can be taken.

2.2 Wherever possible, complaints should be put in writing, either via post to 172 King Street, LONDON W6 0QU or via email to admin@nass.co.uk.

2.3 All formal complaints will be reviewed by the CEO, who will respond directly or ensure that a response is provided by the most appropriate manager.

3. Dealing with a complaint

3.1 Upon receipt of a formal complaint, NASS will:

- Record the complaint and advise the complainant how it will be handled.
- Investigate whenever necessary. If the complaint involves a member of staff or volunteer, NASS will not divulge the name of the complainant during an investigation unless specifically given permission to do so.
- Act to resolve the problem and inform the complainant what that action is, where this does not breach confidentiality.
- Take steps to avoid a repeat occurrence.

3.2 At all times the aim will be to treat all parties with understanding and respect.

3.3 Confidential information in relation to a complaint will be handled sensitively. However, NASS will be unable to respond to anonymous complaints.

3.4 NASS will also be unable to respond to matters for which it is not directly responsible, unless it involves a safeguarding issue.

4. Complaint response times

4.1 With limited resources, it may be difficult to respond to a complaint immediately. However, the intention will be to respond as quickly as possible.

4.2 An acknowledgement of a complaint will be provided within 10 working days and it is envisaged that most, if not all, complaints, will be resolved within this time period.

4.3 Where more in-depth investigation is required however, the aim will be to respond to a complaint within one calendar month of receipt. Where this is not possible, the complainant must be advised.

5. If the complaint remains unresolved

5.1 If NASS is unable to resolve a complaint to the complainant's satisfaction, the complainant may choose to refer their complaint to the Charity Commission, via www.charitycommission.gov.uk.

6. Complaints against NASS staff and those working with or for NASS

6.1 Any complaints made against those working for or with NASS will be taken seriously.

6.2 Due to the confidential nature of matters relating to employment or engagement, complainants will very rarely be informed of the precise outcome, which may be that (the following list is non-exhaustive):

- Complaints against staff members invoke NASS' Disciplinary and Capability Policy being used
- Complaints against trustees lead to dismissal by an Extraordinary General Meeting of NASS members
- Complaints against service users lead to their expulsion from a local branch and revoking of NASS membership, if relevant
- Complaints against members lead to their membership being terminated.