Complaints Policy

United African Association

Registered Charity CIO 1192725
Unit F5B Barratt House Kingsthorpe Road Northampton NN2 6EZ
www.uaassociation.org

Policy owner	Board of Trustees
Version	1.0
Approval status	Approved by the Chair
Approval date	October 2026
Next review	October 2027
Applies to	Trustees staff volunteers contractors and relevant partners

Purpose

This policy gives beneficiaries, families, volunteers, partners and members of the public a clear, fair and accessible way to complain about UAA services or conduct.

Scope

This policy applies wherever UAA works, including Barratt House, Leicester Street Community Centre, partner venues, the foodbank and food larder, community meals, welcoming spaces, youth activities, football, swimming, wellbeing sessions, allotment work, trips, outreach, home or hospital visits, online sessions, social media and transport arranged by UAA.

Legal and good practice framework

- Charity Commission good governance expectations
- Equality Act 2010
- UK GDPR and Data Protection Act 2018

Responsibilities

Role	Responsibility
Board of Trustees	Approves the policy, receives assurance, provides resources and remains accountable.
Chief Executive or delegated manager	Implements the policy, allocates competent leads and escalates significant matters.
Policy lead	Maintains procedures, records, training and contact details and reports themes to trustees.
Staff volunteers and contractors	Follow the policy, attend required training and report concerns promptly.

How to complain

A complaint may be made verbally, in writing, through an advocate or in an accessible format to any UAA manager or through the contact details on the UAA website. The complainant should explain what happened, when, who was involved and the outcome sought. Lack of written detail will not prevent UAA recording a complaint.

Stage one response

UAA acknowledges the complaint within five working days and normally provides a written response within twenty working days. If more time is needed, UAA explains why and gives a revised date. A person sufficiently independent of the events considers the evidence and desired resolution.

Stage two review

A complainant may request trustee review within twenty working days of the stage one response, explaining what remains unresolved. A trustee not previously involved reviews fairness, evidence and remedy and normally responds within twenty working days.

Safeguarding serious wrongdoing and employment matters

UAA immediately redirects safeguarding, whistleblowing, data, employment or criminal matters to the correct procedure while keeping the complainant informed. A complaint is not delayed where immediate protective action is needed.

Remedies and learning

Possible outcomes include an explanation, apology, correction, service change, training, disciplinary referral or no further action. UAA records reasons and monitors themes. No person will lose access to fair services because they complained in good faith.

External routes

The final response explains any relevant external route, such as a commissioner, funder, local authority, ICO, Charity Commission or statutory ombudsman. The Charity Commission does not normally resolve individual service complaints.

Records and confidentiality

UAA will keep proportionate, accurate and secure records. Access is limited to people who need the information for their role. Records are retained and disposed of in line with the Data Protection and GDPR Policy and any legal, insurance or funding requirement.

Training and communication

The policy lead will include this policy in induction and arrange refresher or role-specific training where the level of risk requires it. Current procedures and reporting routes will be accessible to staff and volunteers.

Monitoring and review

The policy lead will monitor incidents, complaints, near misses, audit findings and feedback. The Board will review this policy at least annually and sooner after a serious incident, material legal or operational change, significant complaint or identified control failure.

Related UAA policies

- Whistleblowing Policy
- Incident and Serious Incident Reporting Policy
- Child Safeguarding Policy
- Adult Safeguarding Policy
- Data Protection and GDPR Policy

Approval

Approved by the Chair



Raymond
Chair of UAA
Approval date: October 2026
Next review date: October 2027