



Complaints Policy and Procedure

West Silvertown Foundation works with many people, delivering a wide range of services and activities. Our aim is to have a positive impact on peoples' lives.

However, we know that sometimes we get things wrong, and people are not happy with the service they have received from us. This is why we have a complaints procedure. We want people to feel confident that their complaints and concerns are listened to and acted upon promptly and fairly.

Sometimes we are able to put things right, sometimes we can only apologise and explain but we do our best to learn from our mistakes and change how we do things as a result. This is why we welcome your comments and complaints. By taking the time to tell us where we have gone wrong, it gives us the opportunity to improve the charity and our services.

Examples of what complaints may be about:

- the quality and standard of the service/session
- not providing a service
- about our buildings and resources
- treatment or attitude of a staff member
- inappropriate behaviour by a staff member
- the failure of WSF to follow an appropriate policy or procedure

This list is not exhaustive.

Please note that this procedure does not apply to any complaints made by staff members. They will be handled via the normal supervision and team meetings or by using WSF's [Grievance Procedure](#).

Staff may also consider WSF's [Whistleblowing Procedure](#). This can be used when an individual knows, or suspects, that there is some wrongdoing occurring within an organisation and alerts the employer or the relevant authority accordingly.

Staff members wishing to use either of these can speak to their line manager or HR about their use if they wish.

How to make a complaint:

1. Let a member of staff know about your concern

Please talk to a member of staff or the manager of the service/session you are unhappy with.

Tell us as soon as possible, giving clear details about the concern. This gives us the chance to put things right quickly and where possible resolve the problem.

If you cannot or do not wish to make a complaint in person, you have the option of emailing or writing to us:

Email: Helen@wsfroyaldocks.org

Post: CEO (Complaints), West Silvertown Foundation, 65 Evelyn Road, London E16 1TU

Including the following details will help us to effectively and quickly investigate your complaint:



WEST SILVERTOWN FOUNDATION

- The specific area or service you are making a complaint about
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Please let us know if you have already reported the complaint, and if any action was taken previously.
- Your name and contact details, as we will be limited in our ability to investigate anonymous complaints.

If your complaint is about the CEO, then please contact the Chair of Trustees chair@wsfroyaldocks.org or write to them at

Chair of Trustees (Complaints), West Silvertown Foundation, 65 Evelyn Road, London E16 1TU

Any complaints relating to the CEO will be investigated by a Trustee.

2. How we will deal with your complaint

If you have spoken to a member of staff about your complaint, they should explain the next steps to you during that conversation. They may provide you with a copy of this complaint procedure. We may ask you to give or tell us the details listed above so we can investigate.

If you have made the complaint in writing or by email, we will acknowledge your complaint within five working days.

We will then carry out an investigation. As part of the investigation, we may ask to speak to you about the complaint. The investigation will not be carried out by anyone named or involved in the complaint.

If your complaint is about the way a service/session is routinely delivered, the investigation will include talking to the team and managers about why the service/session is delivered that way and asking questions based on the concern raised.

If your complaint is about an event or situation arising which is not routine, we will get information about what occurred and what may have caused or led to the incident.

The target time for completing the investigation is 28 days, though it sometimes takes longer. If this is the case any delay will be explained.

3. Findings of the investigation

We will tell you about our findings after the investigation, usually in the same way that you raised the complaint. If you emailed or wrote to use, we will get back to you the same way. If you raised your concern with a member of staff, we may be able to tell you about the outcome in person, but in some instances, we may need to write to you as well as speaking to you.

If the complaint was anonymous, we will unlikely be able to report any findings back to the complainant.



WEST SILVERTOWN FOUNDATION

If your complaint is upheld you will receive a full written apology and, where appropriate, be given details of any action that we are taking to put things right or ensure that the situation does not happen again.

We use the complaints procedure and any findings from investigations as an opportunity to learn and improve. Complaints and investigations are reviewed every 6 months to ensure any learning is implemented. Trustees are also informed of any complaints received and the investigation findings.

4. "I am unhappy with the response to my complaint" - how to appeal

If you are unhappy with the response you should write to the Chair of Trustees within 14 days.

Chair of Trustees, West Silvertown Foundation, 65 Evelyn Road, London E16 1TU or
chair@wsfroyaldocks.org

Records of all complaints will be kept for at least one year after the complaint is resolved or dealt with. The CEO and senior managers will review complaints files annually to identify trends and ensure appropriate action is taken to achieve ongoing improvements.

If you have other concerns, you can find further options at the Government website [Complain about a charity - GOV.UK](#)

Policy Status Information	Complaints Policy and Procedure
Status	Current
Author	SLT
Policy owner	Trustees
Date last updated	Oct 2025
Date for review	Oct 2027
Type	Governance
Approved by	Trustees
How will policy be disseminated	Included in the staff handbook Stored in the current policies folder on SharePoint Stored on BreatheHR documents Hard copy kept in office Listed on website and posters in building
Does the policy require training for implementation? If yes, please specify the type of training	Staff are aware that this is where they should signpost external people who wish to raise a complaint



WEST SILVERTOWN FOUNDATION

	Staff understand how the policy operates.
Describe the mechanism for communicating this policy	Line managers supervision/team meetings Staff meetings On website and posters for external service users
How will implementation be monitored	All managers and staff are clear on the terms of the policy and how to signpost external people
Are there linked policies/procedures	Whistle Blowing Policy Grievance Policy
Document control	Complaints Policy and Procedure Oct 2024
Frequency	every 2 years