



STUDENTS  
ORGANISING FOR  
SUSTAINABILITY  
UNITED KINGDOM

# COMPLAINTS POLICY

Policy:	Complaints
Last Review Date:	27/11/2021
Next Review Date:	27/11/2022
Lead:	SOS-UK Leadership team

## 1. POLICY INFORMATION

This policy applies to the customers, participants and volunteers of projects, programmes and campaigns delivered by Students Organising for Sustainability UK (SOS-UK).

## 2. PURPOSE OF THE POLICY

We take the opinions and comments of those involved in our work seriously, and it is our aim that any complaint made to SOS-UK is solved quickly and fairly.

The following procedure has been set up to make sure that your complaint is properly heard by SOS-UK and dealt with effectively and efficiently.

## 3. DEFINITION OF A COMPLAINT

For there to be a clear and concise understanding how we are defining a complaint, SOS-UK has adopted the following definition:

“A complaint is an expression of dissatisfaction with the staff/volunteer, procedures or quality of service SOS-UK provides.”

This definition covers complaints ranging from, but not limited to:

- Dissatisfaction with the attitude of SOS-UK staff/volunteer.
- Dissatisfaction regarding the quality of service provided by SOS-UK.
- Dissatisfaction with the procedures SOS-UK has in place.



## 4. COMPLAINTS POLICY PROCEDURE

### Getting in touch

The SOS-UK complaints procedure ensures that any complaints made are dealt with fairly and openly. Complaints can be made in writing, in person, via email or sites we monitor including on our official social media channels or over the telephone. SOS-UK will not be able to disclose details of any staff or volunteer disciplinary investigations that may be instigated as a result of a complaint.

If you feel that the service you have received from SOS-UK is unsatisfactory in any way, the first step taken in order to resolve the issue is to raise it immediately with us. You can do this by speaking to the staff member you have been dealing with, contacting us via our website or social media channels, or emailing us at [hello@sos-uk.org](mailto:hello@sos-uk.org).

Should you want to speak with someone who has not been involved with unsatisfactory service provided by SOS-UK, or if you have a complaint concerning a member of staff/volunteer or SOS-UK as a whole; then please state your complaint in writing to either:

Senior Project Manager  
Michelle Hemmingfield  
[Michelle.Hemmingfield@sos-uk.org](mailto:Michelle.Hemmingfield@sos-uk.org)

Director of Engagement  
Joanna Romanowicz  
[Joanna.Romanowicz@sos-uk.org](mailto:Joanna.Romanowicz@sos-uk.org)

### Response to complaints

You will receive notification of receipt of your complaint within 5 working days.

Your complaint will then be investigated by speaking with you and the other people involved. This will then be followed up in writing, including any necessary explanations or steps that will be taken to ensure that the situation shall not reoccur. We will aim to have this report sent to you within 10 working days and will keep you informed of progress. It may be that some details of the resolution process cannot be shared with you for confidentiality reasons.

If you are not satisfied with the follow up from your original complaint, you may request a full meeting with the directors or trustees of SOS-UK, to which you would be invited. You may bring a friend or representative to support or represent you.

The directors will decide on any appropriate action to be taken in order to resolve the situation. You will be contacted in writing about the decision within 10 working days. The directors' decision will be final.

### Staff / volunteer awareness

Every member of staff/volunteer is aware and has read this policy in how to deal and respond to complaints made. All new members of staff/volunteers will be briefed on the Complaints Policy and the necessary procedures to take if a complaint is made during their staff/volunteer induction. Any updates to this policy are sent out to all staff through internal communications. For internal purposes, SOS-UK staff and volunteers need to address their complaints through the Grievance or Dignity at work procedures.

## Implementing, monitoring and reviewing this policy

The SOS-UK leadership team (executive director, director of education, director of engagement) has overall responsibility for implementing and monitoring this policy, which will be reviewed on a regular basis following its implementation and may be changed from time to time.