

# Complaints Policy

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**Dewdrops Community Centre for Special Needs**

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# Complaints Policy

Dewdrops Community Centre for Special Needs is committed to upholding the principles of transparency and accountability as being at the core of good governance. Ensuring that stakeholders can hold the organization to account through an effective complaints process is essential to improve the quality of our work. We listen to all complaints and treat them as opportunities to improve. This document sets out the procedures that Dewdrops Community Centre for Special Needs follows globally to manage complaints.

## When does the policy apply?

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The complaints policy is intended for use by supporters, partners, beneficiaries and the public (individuals, companies or other entities). It should not be used to raise employee complaints. Internal employment policies are in place to handle employment issues, including, but not limited to, the grievance policy, harassment policy and whistleblowing policy, which can be found via this link:

[Declaration-of-Accountability-and-Transparency](#)

## Definition of a complaint

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Dewdrops Community Centre for Special Needs defines a complaint as an expression of dissatisfaction made to the organization related to its activity or lack of activity, or the complaint-handling process itself, where a response or resolution is expected.

### **The following are examples of complaints (this list is not exhaustive):**

- Concern about the quality of Dewdrops Community Centre for Special Needs' programme delivery or outcome
- Concern from a supporter about a particular fundraising approach
- Concern about a lack of action regarding a request made to Dewdrops Community Centre for Special Needs
- Concern about the behaviour of Dewdrops Community Centre for Special Needs' staff.

## Principles of complaint handling

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In producing this policy, Dewdrops Community Centre for Special Needs ensures that its procedures for complaints handling follow the principles expressed in the UN's 'Protect, Respect and Remedy' framework.



## In handling complaints, Dewdrops Community Centre for Special Needs will uphold the following principles:

- **Respect for person's right to complain:** Dewdrops Community Centre for Special Needs will take all complaints seriously and will treat all complainants with courtesy and respect.
- **Timely:** Complaints will be fully investigated and responded to in a timely manner. Dewdrops Community Centre for Special Needs will keep complainants informed of the progress of their complaint.
- **Open and transparent:** Dewdrops Community Centre for Special Needs will ensure that making a complaint is as easy and transparent as possible.
- **Fair:** Each complaint will be addressed in an equitable, objective, and unbiased manner through the complaints-handling process.
- **Privacy:** Dewdrops Community Centre for Special Needs will limit the circulation of the specific details of the complaint to those who need to know.
- **Responsive:** We will work hard to correct problems and address concerns in a way that pleases the complainant.
- **Feedback:** Complainants have the right to provide feedback on Dewdrops Community Centre for Special Needs' response and will be informed of the processes for doing this.
- **Confidentiality:** Some complaints need to be kept confidential to safeguard those making or involved in the complaint. However, in some instances we might judge that the complainant will be better served if others are involved in the resolution of a complaint. Third parties will only be included in the resolution of confidential complaints if the law requires it, or on a case by-case basis and with the agreement of the complainant.
- **Accessibility:** We will make communication as easy as possible. We will assist all parties to ensure equality of representation.

## Procedures for complaint handling

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### How to make a complaint

You can make a complaint in whichever way is most convenient to you. We are always ready and willing to listen. Verbal complaints can be made by phone. Written complaints can be submitted by post or email. Dewdrops Community Centre for Special Needs will treat a complaint as confidential while listening to you, keeping you informed about the progress of the complaint and providing you with a prompt response.

You can also email your concern to the Executive Director at: [admin@cacademy.sch.ng](mailto:admin@cacademy.sch.ng)



### **What information should a complaint include?**

Full details should be provided of the issue being complained about, along with any relevant documentation or correspondence that is required to understand the complaint being made.

Any complaint should be made as soon as feasibly possible following the events causing the issue of concern. Where possible the complainant should try to remember the details surrounding the issue, including names of people where necessary and a timeline of events to help with the investigation.

The complainant should be aware that it might not always be possible to investigate a complaint in full if we have been informed a long time after the issue and/or have not been given enough details to make a full and fair report. This will be reviewed on a case-by-case basis, taking circumstances and any relevant factors into account.

### **What happens after a complaint is reported?**

Complaints will be passed to the relevant manager with responsibility for the area being complained about. They will investigate the circumstances surrounding the issue and provide a response, including any escalation if applicable. Managers should produce an implementation plan for any improvements identified.

Dewdrops Community Centre for Special Needs will acknowledge all complaints within 14 days of receipt and will inform the complainant of the outcome of its investigation within 30 days of receiving the complaint. In the event that an investigation cannot be completed within this timeframe, the complainant will be informed, in writing, about when they can expect a full response.

### **When will Dewdrops Community Centre for Special Needs not respond to a complaint?**

Everyone who makes a complaint to Dewdrops Community Centre for Special Needs will be treated with courtesy and respect. In return, Dewdrops Community Centre for Special Needs expects people who make a complaint to make their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, Dewdrops Community Centre for Special Needs reserves the right to withdraw or modify its complaints process. A decision about what constitutes a persistent, habitual, or vexatious complaint will be taken by the director responsible for the area complained about.



## Complaints via social media

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We use internal guidelines to decide how to deal with negative comments and complaints made on Dewdrops Community Centre for Special Needs' social media channels. The guidance outlines how we speak on social media, what we do and do not react to, and what to do when an issue requires escalation to senior management. It must be followed by any member of staff responsible for managing a Dewdrops Community Centre for Special Needs social media channel.

We share all complaints and responses with Supporter Care, who decide whether they should be logged within their systems.

## Review of the policy and findings

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Dewdrops Community Centre for Special Needs will review the policy on an annual basis to ensure it remains fit for purpose and will review its log of complaints on a quarterly basis to identify any common issues requiring action.

## Publicising this policy

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This policy will be available to all stakeholders via Dewdrops Community Centre for Special Needs' website at: [www.cacademy.sch.ng/dewdropscc](http://www.cacademy.sch.ng/dewdropscc)

Individual arrangements for publicising this policy in the different states in which Dewdrops Community Centre for Special Needs works will be made by the relevant state director. These arrangements will ensure that all stakeholders – and not just partners and beneficiaries with whom Dewdrops Community Centre for Special Needs works – will be able to make a complaint under this policy.

We work with families and partners in underserved, low and middle income communities to support children with special education needs and promote equal opportunities for people with special needs and disabilities.

[www.cacademy.sch.ng/dewdropscc](http://www.cacademy.sch.ng/dewdropscc)

