



Neighbourhood Watch Network

Complaints Policy

Reviewer: Sandra Bauer

This Review: September 2024

Review Due: September 2026

Introduction

At Neighbourhood Watch Network (NWN) we always aim to treat all our members and supporters with the highest level of care and respect. When a complaint is received it will be logged and investigated promptly.

NWN seeks to constantly improve its service to members and supporters and ensure our policy adheres to best practice. Therefore, we regard complaints as an opportunity for us to reflect on our processes and practices and see if there are opportunities for us to strengthen and improve them. However, on occasion we recognise that we may not meet our high standards.

NWN is regulated by the [Fundraising Regulator](#) (FR), the independent regulator of charity fundraising. The FR sets and promotes the standards for all fundraising activity, known as the “Code of Fundraising Practice”.

Definition of a complaint

We define a complaint as a situation or instance where either an individual or organisation, considers that NWN has fallen short of their reasonable expectations and wishes to express their dissatisfaction. A complaint can be communicated to NWN by any channel including, telephone, mail, email, social media or in person and doesn't need to contain the word 'complaint'.

Simply offering or stating a negative comment or view about Neighbourhood Watch may not fit our definition of a complaint.

Neighbourhood Watch Network
V108, Vox Studios,
1-45 Durham Street,
Vauxhall,
SE11 5JH
Email: enquiries@ourwatch.org.uk
Telephone: 0116 402 6111

NWN's Complaints Process

We take all complaints very seriously and aim to resolve complaints quickly, fairly and effectively. We promise to deal with your complaint sensitively.

We will acknowledge your complaint, no later than five working days after receipt. Wherever possible, we will provide a full resolution to your complaint at the same time.

Where your concerns require us to undertake further investigations, and we are not able to provide a full resolution as part of our initial response, we will, within five working days after receipt, provide you with an expected timescale for our response as part of your acknowledgement and keep you up-to-date at regular intervals throughout our investigations. Where this is the case, we will also tell you who is managing your complaint so you have a point of contact should you need to get in touch with us. In any event, you should expect to receive a full response from us at the earliest opportunity and no later than 30 working days from the date we received your complaint.

In order to assist us, please provide your contact details and explain your concerns as clearly and fully as possible. There may be some occasions where we need to ask you for more information to investigate your concerns fully and, if this is the case, your kind response will enable us to resolve your complaint as promptly as possible.

We will always try to resolve your complaint informally first, through phone calls/meetings, but if this is not possible you will receive a formal response in writing.

We really hope that we can resolve your complaint in an honest, open and satisfactory way. However, if you are still unhappy you can request that your complaint be escalated to the Charity's Board of Trustees who will review your concerns and the initial outcome before responding to you fully.

Following this, if you remain dissatisfied you can get in touch with:

- The [Fundraising Regulator](#), if your complaint is about fundraising
- The [Charity Commission](#), for other areas of our work

Where complaints are made about volunteers, the process is explained in our [Managing Volunteer Behaviour Policy](#)

Your Information

To manage our complaints process effectively, we maintain a log of all complaints raised, including information about you as the complainant. If you would like further information, or have any concerns, about the information we may hold about you in this regard, please refer to our Privacy Policy or speak with a member of our Central Support Team.

Vexatious Complaints

In exceptional circumstances (and with the approval of the Board) a persistent and vexatious complainer will be informed that their complaints/emails/letters will no longer be responded to. Only where we have a legal responsibility to respond will the organisation do so.