



LIVING ON BEREAVEMENT SERVICE

Complaints Policy

Created by: CEO October 2026

To be reviewed: every 2 years (2028)



OUR COMMITMENT

Living On actively welcomes feedback from children, young people, families, professionals, volunteers, funders, supporters and other organisations who have contact with our service. We recognise the right of people to raise a concern or make a complaint about the service they receive. Complaints help us to learn, improve and maintain high standards. We aim to deal with complaints fairly, promptly, sensitively and respectfully.

CONTENTS

1. Purpose
 2. Scope
 3. What is a Complaint?
 4. Raising a Concern or Complaint
 5. Receiving and Recording a Complaint
 6. Investigation
 7. Response and Timescales
 8. Appeals and Escalation
 9. Safeguarding and Serious Concerns
 10. Complaints About Staff, Volunteers or Trustees
 11. Anonymous Complaints
 12. Confidentiality and Data Protection
 13. Learning and Improvement
 14. Whistleblowing
 15. Responsibilities
 16. Monitoring and Review
- Trustee Approval Record



1. Purpose

This policy sets out how Living On will receive, investigate and respond to complaints about its services or activities. It is intended to ensure that complaints are handled consistently and that feedback is used to improve the quality and safety of our work.

2. Scope

This policy applies to complaints made by or on behalf of children and young people using Living On services, parents and carers, families, professionals, volunteers, supporters, partner organisations and members of the public. It applies to complaints about Living On services, staff, volunteers, trustees, communication, conduct or other aspects of the Charity's work. Staff grievances are dealt with under the Staff Handbook's grievance procedure.

3. What is a Complaint?

A complaint is an expression of dissatisfaction about the service, treatment, conduct or action of Living On, or about something we have failed to do. A person does not need to use the word 'complaint' for their concern to be treated seriously.

4. Raising a Concern or Complaint

Where possible, concerns should be raised at an early stage with the person's usual contact or the relevant member of the Living On team. A complaint may be made verbally, by email or in writing. People who need support to make a complaint should be offered reasonable assistance. If the complaint concerns the person's usual contact, it should be raised with the CEO or a trustee instead.

5. Receiving and Recording a Complaint

Any member of staff or volunteer who receives a complaint should listen respectfully, avoid becoming defensive, and pass the complaint promptly to the CEO or designated manager. Complaints will be recorded with sufficient information to allow them to be investigated. Records will be handled securely and in accordance with Living On's GDPR and Data Protection Policy.

6. Investigation

Complaints will normally be reviewed and investigated by the CEO or a designated manager. Where appropriate, a trustee may investigate or oversee the investigation, particularly where the complaint concerns the CEO, a senior member of staff, a trustee, a serious allegation or a potential conflict of interest. The person investigating will be as independent as reasonably possible from the matter complained about. Staff or volunteers may be asked to provide an account of what happened or relevant information as part of the investigation.



7. Response and Timescales

Written complaints will normally be acknowledged as soon as reasonably practicable. Living On will aim to provide a written response within 28 days and sooner where possible. If a full response cannot be provided within 28 days, the complainant will be informed of the reason for the delay and given an indication of when a full response is expected. The response will explain the outcome of the investigation and, where appropriate, any action Living On intends to take.

8. Appeals and Escalation

If a complainant is dissatisfied with the response, they may ask for the complaint to be reviewed. The request should explain why they remain dissatisfied and should normally be made within a reasonable period of receiving the response. Where possible, the review should be undertaken by someone who was not responsible for the original investigation. The final outcome will be confirmed in writing. Where appropriate, Living On may signpost the complainant to an external organisation or statutory body.

9. Safeguarding and Serious Concerns

A complaint that raises a safeguarding concern, allegation of abuse, risk of harm, serious professional concern or other immediate risk will not be dealt with solely through the ordinary complaints process. It will be referred immediately in accordance with Living On's Safeguarding Policy and any relevant statutory reporting requirements. Complaints involving serious incidents, fraud or significant organisational risk will be escalated to the CEO and/or Chair of Trustees as appropriate.

10. Complaints About Staff, Volunteers or Trustees

Complaints about staff or volunteers will be handled fairly and sensitively. Where a complaint may involve misconduct, the matter may also be considered under the relevant staff or volunteer procedures. A complaint about a trustee should normally be referred to the Chair of Trustees. A complaint about the Chair should be referred to another appropriate trustee. Where a complaint involves a conflict of interest, the person with the conflict will not take part in the investigation or decision-making.

11. Anonymous Complaints

Anonymous complaints will be taken seriously where sufficient information is provided to allow appropriate consideration. It may not always be possible to investigate or provide feedback where the complainant cannot be contacted.



12. Confidentiality and Data Protection

Complaints will be handled as confidentially as possible. Information will only be shared with people who need it to investigate, manage risk, safeguard individuals, obtain appropriate advice or comply with legal obligations. Personal information relating to complaints will be handled in accordance with Living On's GDPR and Data Protection Policy.

13. Learning and Improvement

Living On will use complaints and feedback to identify learning and opportunities for improvement. Where appropriate, actions arising from complaints will be recorded, monitored and reviewed. Significant or repeated complaints will be brought to the attention of the Board of Trustees so that wider organisational learning and risk can be considered.

14. Whistleblowing

Whistleblowing is different from a complaint about an individual's service experience. Living On encourages staff and volunteers to raise genuine concerns about serious wrongdoing, unlawful conduct, financial impropriety, unsafe practice or other malpractice. These concerns should be raised under the whistleblowing arrangements set out in the Staff Handbook and Volunteers Handbook. A person will not be disadvantaged for raising a genuine concern in good faith.

15. Responsibilities

The Board of Trustees has overall responsibility for ensuring that Living On has an effective complaints process. The CEO is responsible for ensuring that complaints are appropriately received, investigated, responded to and recorded, unless the complaint concerns the CEO or there is another reason for trustee oversight. All staff and volunteers are responsible for taking concerns seriously, responding respectfully and escalating complaints promptly.

16. Monitoring and Review

The complaints process will be reviewed regularly to identify themes, learning and any changes required. This policy will be reviewed every two years, or sooner if there are significant changes to legislation, guidance, organisational structure or service delivery.



TRUSTEE APPROVAL RECORD

Policy	Complaints Policy
Approved by	Board of Trustees
Trustee initials	LC
Date approved	14.10.2026
Next review	October 2028