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## COMPLAINTS PROCEDURE

Nacoa's Complaints Procedure operates across all aspects of our work, other than our helpline work which is covered by a separate Complaints Procedure. This procedure applies to all other informal matters for concern expressed verbally or formal complaints made in writing, by everyone known or unknown to us.

Nacoa welcomes concerns and complaints when our services or circumstances have not met with expectations or needs. We are always pleased to hear the views of others which help us ensure that the services we provide meet their purpose across all areas of our work.

### PROCEDURE FOR COMPLAINTS

#### Informal Complaint

If you are dissatisfied with any aspect of Nacoa's services or governance, please call 0117-924 8005 or email [admin@nacoa.org.uk](mailto:admin@nacoa.org.uk) to register your complaint. The Administrator will, if possible, deal with your concerns immediately and will inform the Chief Executive of your complaint. The complaint and outcome will be recorded in the Complaints Register. Your complaint will be retained on file for two years from the date of complaint. If you remain dissatisfied, you are invited to make a formal complaint in writing.

#### Formal Complaint

If you are dissatisfied with any aspect of Nacoa's services or governance and wish to make a formal complaint, please write to the Chief Executive at PO Box 64, Bristol, BS16 2UH or email [ceo@nacoa.org.uk](mailto:ceo@nacoa.org.uk) with details of your complaint. Your complaint will be acknowledged within 48 hours of the date of receipt, giving a date by which time you can expect a formal response based on detailed investigations.

A reply from the Chief Executive will be sent within 28 days of the receipt of the formal complaint.

If you are dissatisfied with the response from the Chief Executive, you are invited to write to the Chair of Trustees at PO Box 64, Bristol, BS16 2UH or email [chair@nacoa.org.uk](mailto:chair@nacoa.org.uk).

The Chair will review your complaint and, if appropriate, consult the Board of Trustees. You should expect to receive a reply from the Chair within 28 days of the receipt of your last communication.

If you are dissatisfied with the response from the Chair or Board of Trustees, you are invited to write to the Chief Charity Commissioner, St Albans House, 57/60 Haymarket, London SW1 4QX, telephone 0207 210 4556, quoting our registration number 1009143.

HH reviewed August 2022

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