



Complaints Handling Policy For Somali Diaspora Foundation

1. Purpose

The Somali Diaspora Foundation (SDF) is committed to providing a high standard of service to all individuals and communities we serve. This policy sets out how complaints will be received, investigated, and resolved fairly, promptly, and respectfully.

2. Scope

This policy applies to:

- Members of the public
- Volunteers
- Partners, beneficiaries, and participants
- Anyone interacting with SDF's services, events, or activities
- It does not apply to:
 - Employee grievances (covered by the Staff Grievance Policy)
 - Safeguarding concerns (handled under the Safeguarding Policy)

3. What is a Complaint?

A complaint is any expression of dissatisfaction whether justified or not about any aspect of SDF's work, services, behaviour of staff/volunteers, or decision-making. Examples may include:

- Unacceptable conduct or service delivery
- Delays in responses or communication
- Disagreement with how an event, projects, programme, or request was handled

4. Principles

- We welcome feedback and view complaints as opportunities to learn.
- Complaints will be handled confidentially, fairly, and without prejudice.
- We aim to resolve complaints quickly and informally where possible.

5. How to Make a Complaint

Complaints can be made:

- In writing (preferred):
Email: info@Somalidiasporafoundation.co.uk
Post: Somali Diaspora Foundation, 158 Ramsons Avenue, MK14 7BH
- Verbally: In person or by phone during office hours. A record of the complaint will be taken.

All complaints should include:

- The complainant's name and contact details
- A clear description of the issue
- Relevant dates, locations, or persons involved
- Any supporting evidence
- Anonymous complaints may be considered depending on the seriousness and available evidence.

6. Complaints Handling Process

Stage 1 – Informal Resolution:

We encourage complaints to be resolved informally in the first instance by contacting a relevant staff member or volunteer.

Stage 2 – Formal Complaint:

If the issue is not resolved informally, a formal complaint will be acknowledged within 5 working days and investigated by a designated person (e.g. a trustee or senior staff member). A written response will be provided within 15 working days, outlining the outcome and any actions taken.

Stage 3 – Escalation:

If unsatisfied with the outcome, the complaint can be escalated to the Chair of Trustees, who will review the process and issue a final decision within 20 working days. Still remains unresolved, you may contact the Charity Commission or relevant regulator (e.g. Fundraising Regulator).

7. Record Keeping and Confidentiality

All complaints will be:

- Logged and documented for internal review
- Kept confidential and only shared with relevant parties
- Reviewed to improve our services where appropriate

8. Unreasonable or Vexatious Complaints

SDF reserves the right to restrict communication or terminate investigation where a complaint is:

- Repeated without new information
- Abusive, discriminatory, or malicious
- Such decisions will be recorded and justified.

9. Reporting to the Charity Commission

If a serious incident or systemic failure is identified, SDF will report it to the Charity Commission in line with regulatory requirements.

10. Review and Monitoring

This policy will be reviewed annually or in response to relevant guidance or major complaints.

Approval By	Date	Next Review Date
Chair: Rooda Abdillahi	22/01/2026	22/01/2027