



MINISTRY OF STORIES

Complaints Policy and Procedure

Last updated January 2025

Introduction

We do our very best to offer a high quality service to the children and young people we are here to support, as well as provide a positive experience for the families, schools, donors, volunteers and partners who in turn support us. We are always looking for ways we can improve.

Ministry of Stories recognises the importance of all complaints and welcomes them as they provide valuable feedback about our work and programmes. We are committed to using the information we receive to help drive forward improvements.

This policy outlines the aims of the Ministry of Stories in dealing with complaints and sets out what you can expect when making a complaint regarding our charity, services or programmes.

An example of a complaint may be about a delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

- you think we have done something wrong
- we have not done something that we said we would do
- you are not satisfied with a particular service that we provide

It's all part of us being accountable to you.

1. Who can make a complaint

Anyone can make a complaint. You may be a volunteer, a child or a young person, a parent or carer, a learner or placement, a donor, a supporter, a partner or a member of our local community. This policy does not cover complaints from staff, who should use the appropriate procedures in the Ministry of Stories Staff Handbook and Policies folder (e.g. Harassment, Grievance, Safeguarding).

2. Our commitment to you :

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of this procedure so that you know how to contact us to make a complaint.
- To make sure that everyone at Ministry of Stories knows what to do if a complaint is received.
- To make sure that all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to learn and improve what we do.

3. How to make a complaint

If you would like to make a complaint we encourage you to do this in writing addressed to the Deputy Director, Ministry of Stories, 159 Hoxton Street, London N1 6PJ or by email at feedback@ministryofstories.org.

If we can provide additional support to assist you to make the complaint process easier (for example large print emails or speaking on the telephone) please advise us when making the complaint and we will do our best to support you with this.

When you write to us, please provide your full name, address, email address and telephone number. Please let us know what your relationship to Ministry of Stories is. Please provide as much background as possible for us to understand your position fully and help us respond.

If you make an initial complaint by telephone or in person we will encourage you, where possible to confirm your complaint in writing. We will also;

- Write down the facts of your complaint as they are provided, or as soon as possible after the event.
- Take your name, address and telephone number.
- Note down your relationship to Ministry of Stories.
- Share this complaint procedure with you.
- Let you know what will happen next.

4. Confidentiality

We will keep a written record of your complaint and any correspondence related to the complaint to ensure we can respond effectively. Rest assured all complaint information will be handled sensitively, shared with only those relevant for the investigation of the complaint, and following any relevant data protection requirements.

5. Responsibility

Overall responsibility for this policy and its implementation lies with the Senior Management Team (Director and Deputy Director).

6. How we deal with complaints

We will send you an acknowledgement within **one week**, advising you who from the Senior Management Team is dealing with your complaint and when you may expect a more detailed response.

We will aim to respond to your complaint within **two weeks**. If we cannot give a full response in this time, we will tell you why and when you are likely to receive it. In our reply to you we will describe the action we have taken to investigate your complaint, the conclusions from the investigation and any action taken as a result.

If after receiving our response, you feel your complaint has not been satisfactorily resolved you can ask that it is reviewed by our Director. Our Director will respond to you within **four weeks**. The Director may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork related to the complaint and speaking to the people involved.

Whether your complaint is upheld or not, the reply to you will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final.

7. How we learn from complaints

All complaints are logged on a confidential complaints log. This is reviewed quarterly by our Deputy Director and Director to understand the nature of the complaints, how they were resolved and identify any trends which may indicate a need to take further action. An anonymised summary of complaints will be reported to the trustees of the Ministry of Stories on a quarterly basis.

Updated policy approved by the Board and signed by:

Signed: 

To be reviewed every two years.

Date of next review: January 2027