

BABY-I

Infant Abandonment Prevention Initiative

COMPLAINTS POLICY & PROCEDURE

Document Owner	Ebere – Compliance/GRC Officer & Trustee (Governance, Compliance and Operations)
Approved By	BABY-I Board of Trustees
Version	1.0
Status	Draft – pending trustee adoption
Date Adopted	[Awaiting trustee meeting resolution]
Next Review Date	[12 months from adoption]
Applies To	Members of the public, beneficiaries, volunteers, staff, and trustees

1. Policy Statement

BABY-I welcomes feedback and treats every complaint as an opportunity to improve. This policy sets out how anyone, a member of the public, a beneficiary, a volunteer, or a trustee, can raise a complaint about BABY-I's conduct, decisions, or service, and how BABY-I will respond.

2. What Counts as a Complaint

A complaint is any expression of dissatisfaction about BABY-I's service, conduct, decisions, or an individual acting on BABY-I's behalf. This includes concerns about how a call was handled, the accuracy of published content, a trustee's conduct, or how a previous complaint was dealt with.

This policy does not cover safeguarding disclosures (handled under the Safeguarding Children Policy and Safeguarding Adults at Risk Policy) or whistleblowing disclosures (handled under the Whistleblowing Policy), although a complaint may be redirected to those procedures if that is what it turns out to be.

3. Principles

- Complaints are taken seriously, regardless of who raises them or how they are raised.
- No one is treated unfavourably for raising a complaint in good faith.
- Complaints are handled promptly, fairly, and confidentially.
- Where a complaint concerns a trustee, that trustee takes no part in handling it.

4. How to Complain

A complaint can be made by email, letter, or phone, using BABY-I's published contact details. Where possible, the complainant should provide their name, contact details, and a description of what happened and when. Anonymous complaints will be considered but may be harder to investigate fully.

5. The Three-Stage Process

Stage	What Happens	Timescale
Stage 1 – Informal	Complaint acknowledged and, where possible, resolved directly by the Compliance/GRC Officer or relevant lead.	Acknowledged within 3 working days; resolved within 10 working days
Stage 2 – Formal	If unresolved, or the complainant requests escalation, the Chair of Trustees reviews the complaint formally, which may include speaking to those involved.	Response within 20 working days
Stage 3 – Board Review	If still unresolved, the full Board of Trustees reviews the complaint and issues a final decision. If the complaint is about the Chair, another trustee leads this stage.	Response within 28 working days

6. After the Board's Final Decision

If the complainant remains dissatisfied after Stage 3, and the complaint concerns a matter within its remit, they may refer it to the Charity Commission or, for fundraising-related complaints, the Fundraising Regulator. BABY-I will provide information on how to do this if asked.

7. Recording Complaints

All complaints, at every stage, are logged by the Compliance/GRC Officer in a Complaints Register, recording the date, nature of the complaint, actions taken, and outcome. The register is reviewed at every trustee meeting so that patterns or recurring issues can be identified.

8. Roles and Responsibilities

- Compliance/GRC Officer: logs complaints, handles Stage 1, monitors the Complaints Register.
- Chair of Trustees: handles Stage 2, and leads Stage 3 unless the complaint concerns the Chair.
- Board of Trustees: final decision-maker at Stage 3.

9. Related Policies

- Whistleblowing Policy
- Safeguarding Children Policy
- Safeguarding Adults at Risk Policy
- Serious Incident Reporting Policy

10. Review

This policy is reviewed annually by the Board of Trustees, or sooner following a significant complaint or a change in relevant guidance. Review is led by the Compliance/GRC Officer and formally adopted by trustee resolution.

Approved on behalf of the Board of Trustees

Signed:  Name: Warda Rose Date: 25/08/2026