WE CREATE UNITY CIC

Complaints, Feedback & Appeals

Stronger Together. Better Communities.

Organisation	We Create Unity CIC
Company number	16541073
Registered office	34 The Market Square, London, England, N9 0TZ
Organisation type	Community Interest Company
Version	1.0
Reviewed	October 2026
Review cycle	At least annually and when material legal or operational changes occur

1. Purpose and access

WCU welcomes feedback and will provide a fair, accessible route for participants, parents, carers, staff, volunteers, partners, funders and members of the public to raise dissatisfaction. Complaints may be submitted by website contact route, email, post or with reasonable assistance.

2. Acknowledgement and handling

Aim to acknowledge within five working days, identify an impartial handler, and provide a substantive response within 20 working days where reasonably possible. If further investigation is needed, explain the delay and revised date. These are WCU service standards, not statutory deadlines.

3. Investigation and outcome

Clarify the issue and desired resolution; review relevant records, seek accounts fairly and avoid conflicts of interest. Provide a written outcome explaining findings, remedies, learning and any available review route. Keep a complaints log with dates, actions and closure.

4. Review and escalation

A complainant may request review within 15 working days of the outcome; where possible a director not involved in the original decision will review it. Complaints concerning a director should be assigned to an unconflicted person or external reviewer where appropriate.

5. Exceptions and confidentiality

Safeguarding, data protection, employment grievances and suspected criminal conduct follow their relevant processes and statutory escalation routes. Do not promise absolute confidentiality; share information proportionately. No retaliation for good-faith complaints.

6. Learning

Review themes at Board meetings, track improvement actions and report anonymised trends to funders where required and lawful.

7. Scope and responsibility

This policy applies to directors, employees, contractors, sessional workers, volunteers and representatives acting for WCU, including online activity and delivery with partners. The Board is accountable for implementation; a named policy lead will coordinate operational arrangements.

8. Implementation and assurance

All relevant personnel will receive induction appropriate to their role, confirm that they have read this policy, and report concerns or breaches promptly. The Board will review implementation, record significant decisions and ensure corrective actions are followed up.

9. Review and implementation

This policy will be considered at the next WCU governance meeting and reviewed at least annually, or sooner following material operational or legal changes. Directors should record interim adoption and any subsequent amendments in meeting minutes. The review date above must be confirmed against the organisation’s actual review records.