



Women's Royal Army Corps Association Complaints Policy

Date approved	14th July 2026
Responsible officer	Chief Executive Officer
Restrictions	None
Application	All

COMPLAINTS POLICY

1. Purpose

The WRAC Association views complaints as a chance to put things right for the person, or organisation, that has made the complaint, in order to build and maintain effective relationships with our members, beneficiaries, supporters and other stakeholders, and as an opportunity to learn and improve for the future.

2. Our policy

The WRAC Association:

- a. provides a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- b. publicises the existence of our complaints policy and procedure so that people know how to contact us to make a complaint;
- c. ensures everyone at the WRAC Association knows what to do if a complaint is received;
- d. ensures all complaints are investigated fairly and in a timely manner;
- e. ensures that complaints are, where possible, resolved and that relationships are repaired; and
- f. gathers information which helps us improve what we do.

This policy does not cover:

- Staff grievances
- Disciplinary matters
- Whistleblowing disclosures
- Safeguarding allegations
- Subject Access Requests or Data Protection complaints
- Membership disputes governed by the Constitution
- Criminal matters

Each should be directed to the appropriate procedure or policy.

3. Responsibility

Overall responsibility for this policy lies with the Chief Executive Officer; delegating responsibility for its implementation to the Head of Operations.

4. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the WRAC Association.

4. Where complaints come from

Complaints Policy

Complaints may come from members, stakeholders, potential beneficiaries, beneficiaries (through the relevant almonising agency), potential members or supporters, existing supporters, neighbours, partner organisations, or any person or organisation who has a legitimate interest in, or has come into contact with, the WRAC Association. A complaint can be made by phone, by email, or in writing.

The Association will take steps to ensure that any individual who has, in good faith, complained and/or taken action according to our policies will not receive less favourable treatment than any other individual, for example, by being subjected to disciplinary action in connection with their complaint.

5. Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements and in line with our Data Protection Policy.

6. Fundraising

We do not undertake fundraising directly, although some members raise funds for the Association. While we have no direct control over individuals' fundraising efforts, we do expect all those who raise funds for the Association's benefit to meet the highest standards in any fundraising activity they undertake. Any fundraising undertaken on behalf of the Association should comply with the Code of Fundraising Practice (2025) and relevant legal requirements.

In the event that an individual falls short of the expected high standards, or a complaint is received, we will endeavour to address this with the individual concerned.

8. If you wish to make a complaint

All complaints in relation to activities or staff of the charity should be directed in the first instance to:

- a. Telephone – 0300 400 1992
- b. Email – ceo@wraca.org.uk
- c. In writing to – CEO, The WRAC Association, Unit 11, Basepoint, Winnall Valley Road, Winchester, SO23 0LD.

9. How we will deal with your complaint

The Association aims to manage complaints quickly and effectively. It will help if you are able to send any evidence and/or materials to support your complaint.

1. **Receipt:** Our aim is to acknowledge any complaint within five working days of the complaint being received.

2. **Informal resolution:** We aim to be able to resolve your complaint immediately.
3. **Formal complaint:** If we are not able to provide immediate resolution, then the CEO or delegated member of staff, will provide a written investigation of your complaint and issue you with a further response/outcome within ten working days of receiving your initial complaint. Where a complaint is complex and additional time is required, the complainant will be informed of the reason for delay and provided with an expected completion date.

Should any be received, complaints relating to the following will be escalated as detailed:

- Complaints about staff will be managed by the CEO or delegated manager.
 - Complaints about the CEO will be dealt with by the Vice President or nominated trustee.
 - Complaints about trustees will be overseen by the Vice President or an independent trustee panel.
 - Complaints involving fraud, financial misconduct, or serious governance concerns will be immediately referred to the Trustees. Trustees will consider the regulatory reporting obligations to the Charities Commission.
 - Complaints raising safeguarding concerns will be dealt with under the Association's Safeguarding Policy and, where necessary, will be referred immediately to the appropriate authorities.
4. **Review:** If you are dissatisfied with the initial response to your complaint, please inform us, and your complaint will be escalated to the CEO, Vice President, a trustee not involved previously, or if appropriate to the Board of Trustees. .
 5. **External Referral:** If you remain dissatisfied following completion of our complaints process, you may seek independent advice. The Charity Commission is the regulator of charities in England and Wales, but does not generally act as an appeals body for individual complaints. Information about raising serious concerns regarding a charity can be found on the Charity Commission website.

● **10. Record keeping**

The Association will maintain a register of formal complaints, recording:

- date received
- nature of complaint
- actions taken
- Outcome

Trustees will receive an annual summary of formal complaints, including outcomes and lessons learned.

11. Policy Monitoring and Review

The WRAC Association Communications & Media Policy will be reviewed every three years by the CEO or sooner if required by changes in legislation or organisational circumstances.