

Alpha 1 UK Complaints Procedure

1. Introduction

Alpha 1 UK is committed to providing high-quality services and ensuring that all individuals involved with the charity are treated with respect and fairness. However, we understand that there may be occasions where a complaint arises. This Complaints Procedure sets out the steps for individuals to raise concerns and ensure that they are addressed in a timely and fair manner.

2. Who Can Make a Complaint?

Anyone who feels they have a complaint about the charity's services, staff, volunteers, or activities can make a complaint. This includes:

- Service users, beneficiaries, and the general public.
- Employees and volunteers.
- Trustees or other stakeholders.

3. How to Make a Complaint

Complaints can be made in the following ways:

- **In Writing:** By email or post to info@alpha1.org.uk or Alpha-1 UK, 27 Old Gloucester Street, Holborn, London WC1N 3AX
- **In Person:** By speaking to a staff member or volunteer who will take note of the concern and refer it to the appropriate person.

Please provide as much detail as possible when making a complaint, including:

- The nature of the complaint.
- Relevant dates, times, and locations.
- The names of any individuals involved.
- Any supporting evidence or documentation (e.g., emails, receipts, etc.).

4. How We Handle Complaints

Step 1: Acknowledging the Complaint

Once a complaint is received, we will acknowledge it within 14 days from receipt of complaint. This acknowledgment will confirm that the complaint has been received and is being looked into.

Step 2: Investigating the Complaint

We will investigate the complaint fairly and thoroughly. This may involve speaking with the person making the complaint, as well as any relevant individuals or witnesses. The aim is to gather all the facts before making any decisions.

Step 3: Resolving the Complaint

After completing the investigation, we will communicate the outcome to the person who made the complaint. This will include:

- The findings of the investigation.
- Any actions or changes that will be taken as a result.

- An explanation of why the decision was made.

We will aim to resolve complaints within 20 working days. If this is not possible, we will provide a clear update on the progress of the complaint and an estimated timeline for resolution.

5. Appeal Process

If the person making the complaint is not satisfied with the outcome, they may request an appeal. The appeal should be made in writing to A1UK Trustees, info@alpha1.org.uk within 10 working days of receiving the decision.

The appeal will be reviewed by A1UK Board of Trustees and a final decision will be communicated within 10 working days.

6. Confidentiality

We will treat all complaints confidentially and ensure that the information is shared only with those who need to know in order to investigate and resolve the complaint. We will protect the privacy of the individual making the complaint, as well as any other individuals involved.

7. No Retaliation

Alpha 1 UK is committed to ensuring that individuals are not subjected to any form of retaliation for making a complaint. If there are concerns about retaliation, please raise these concerns with Maisy Sheldon, info@alpha1.org.uk

8. Continuous Improvement

We value feedback and use complaints as an opportunity to improve our services. The charity will regularly review complaints to identify any recurring issues and take action to address them.

9. Conclusion

Alpha 1 UK is committed to addressing complaints promptly and effectively. If you have any concerns or complaints, please follow the procedure outlined above, and we will ensure that your issue is taken seriously and resolved fairly.

This Complaints Procedure is approved by:

Maisy Sheldon

Data Protection Officer

1 February 2026
