Vision Action's Complaints Procedure

CEO Foreword

At Vision Action, we are committed to making a positive and lasting difference in everything we do. We know we don't always get things perfect, and when that happens, we genuinely want to hear from you. Your feedback, whether it's a concern, a suggestion, or a complaint, helps us learn, improve, and continue delivering the best possible support to the communities we serve.

This Complaints Procedure sets out how you can tell us when something hasn't gone right, and how we will work with you to put it right. We value openness, respect, and transparency, and we hope you'll find this process clear, supportive, and fair.

Thank you for taking the time to share your experience with us. Your voice truly helps shape a stronger Vision Action.

Tiwonge Mwase-Vuma

Co-CEO

Jale Canlibalik

Co-CEO

Contents

1. **Introduction** 2
2. **How to contact us** 2
3. **Complaints Procedure** 2
4. **Complaint response times** 3
5. **Fundraising complaints** 3
6. **Consumer Complaints** 3
7. **What if our response does not satisfy you?** 3
8. **Continuous improvement** 4

VISION ACTION'S COMPLAINTS PROCEDURE

1. Introduction

Vision Action aims to meet our charitable vision and mission, and we believe we achieve this most of the time. However, if we fall short, we want to know. Listening to concerns enables us to continue improving the quality of everything we do. If there is anything you wish to complain about, please tell us as soon as possible; if we do not know about a problem, we cannot address it or prevent it happening again.

2. How to contact us

Often the easiest way for you to register a complaint, and for us to resolve it, is by emailing us at info@visionaction.org.uk

However, you can also phone on 0300 102 9622 (+44 (0) 1293 535016 from overseas), and our phone lines are open Monday to Friday from 09:00 – 17:00 (excluding UK Bank Holidays).

Alternatively, you can also write to us at:

Chief Executive Officer
Vision Action
27 Old Gloucester Street
London
WC1N 3AX

If you require the complaints process in an **alternative or accessible format**, please let us know.

3. Complaints Procedure

A legitimate complaint is **any expression of dissatisfaction**, however made, about any aspect of Vision Action's work that is under our control.

What we will do on receiving your complaint:

- We will **listen**, **record** your complaint, and explain how it will be handled.
- We will **investigate** where necessary. If your complaint involves a member of staff or volunteer, your identity will not be disclosed unless you give explicit permission.
- We will **take action** to resolve the issue and inform you of the actions taken.
- We will take **steps to prevent a recurrence** of the issue.

We will always treat you with respect and expect the same from those interacting with our staff. All personal data and confidential information will be handled sensitively and in line with our data protection responsibilities.

Anonymous complaints may be considered, but we may be unable to respond fully without contact details.

Safeguarding concerns are *not* handled through this standard process; they are dealt with under Vision Action's safeguarding procedures and may be escalated to the appropriate statutory agencies where necessary.

We do not deal with matters outside the Charity's responsibility unless they involve safeguarding or regulatory compliance.

Vision Action – Registered Charity No. 1081695 (England & Wales)
Companies House registration No. 4027804 (England & Wales)

4. **Complaint response times**

- Due to limited resources, we aim to respond promptly; however, we may not always be able to do so immediately. We will always respond as soon as possible.
- You will receive an **acknowledgement or initial response within ten working days** of receiving your complaint.
- Most complaints will be resolved within this timeframe.
- Where a more detailed investigation is required, we aim to provide a **full response within 20 working days**.
- If exceptional circumstances mean we need more time, we will let you know.

5. **Fundraising complaints**

If your complaint relates specifically to **fundraising**, please be aware that Vision Action adheres to the **2025 Code of Fundraising Practice**, (effective **1 November 2025)**.

If we cannot resolve your fundraising complaint to your satisfaction, you may refer it to the **Fundraising Regulator**, the independent regulator of charitable fundraising.

They can be contacted:

- online - https://www.fundraisingregulator.org.uk/service/complaints-and-investigations
- email - complaints@fundraisingregulator.org.uk
- phone - 0300 999 3407 (Monday to Friday, 09.30 am – 4.30 pm)
- post - Fundraising Regulator, 50 Featherstone Street, London, EC1Y 8RT

6. **Consumer Complaints**

UK consumer protection legislation, including the Digital Markets, Competition and Consumers Act 2024, provides guidance on how consumer-related complaints should be handled. Vision Action does not currently conduct trading or other consumer-facing activities. However, should this change in the future, Vision Action will ensure that any consumer-related complaints are assessed in line with relevant consumer protection obligations, and we will advise you where a matter must be directed to a statutory body such as the Competition and Markets Authority

7. **What if our response does not satisfy you?**

If you believe Vision Action has failed to deal with your concern appropriately:

- For fundraising complaints: escalate to the **Fundraising Regulator** (details above).
- For concerns about Vision Action as a registered charity that may indicate wrongdoing, significant risk, or regulatory issues, you may raise them with the **Charity Commission** using their **Raising Concerns** online form: https://forms.charitycommission.gov.uk/raising-concerns/
- For other concerns which do not relate to fundraising or meet the threshold for raising a concern with the Charity Commission, you may request an internal review.

Your complaint will then be escalated to a Co-CEO, or where appropriate, the Chair of Trustees (or another trustee appointed by the Chair who has not previously been involved).

During this review, we will:

Vision Action – Registered Charity No. 1081695 (England & Wales)
Companies House registration No. 4027804 (England & Wales)

- Re-examine how the original complaint was handled
- Consider whether our response was fair, proportionate, and in line with our procedures
- Provide a final written response explaining the outcome of the review and any further actions we will take

This internal review stage is the final step in Vision Action's complaint-handling process unless the issue meets the criteria for raising concerns with an external regulator (such as the Fundraising Regulator for fundraising complaints or the Charity Commission for regulatory concerns).

8. Continuous improvement

We view all legitimate complaints positively. Each complaint is reviewed to help improve our services, governance, and public accountability.

Updated 2025 guidance emphasises that complaints procedures must be clear, simple, accessible, and prominently available, and we are committed to these standards.

Complaints themes may be reviewed periodically by senior management to inform organisational learning.

Vision Action – Registered Charity No. 1081695 (England & Wales)
Companies House registration No. 4027804 (England & Wales)