



Policy Date	August 2026
Date of Next Review	

Complaints and Feedback Policy and Procedure

1. Introduction

Westway Trust is committed to working openly and we expect each person to hold themselves accountable for their actions. We want to provide everyone who uses our services, including the wider communities we serve, tenants, learners and the public with the highest standards of service, underpinned by fairness and respect.

If we fail to meet the high standards we set for ourselves, we would like to understand what has happened and to handle the situation as swiftly as possible and take appropriate action to make sure that the same thing does not happen again.

The Trust welcomes comments, complaints, and compliments from anyone that interacts with us or uses our services. The feedback we receive provides us with an opportunity to learn and improve for the future and allows us, where possible, to put things right for the person or organisation that has made the complaint.

This policy explains our approach to handling feedback received and the procedure for submitting feedback and complaints to us.

2. Our Commitments

If you raise a complaint or concern to us, we commit to:

- Providing a fair, transparent and accessible complaints procedure,
- Taking your complaint seriously and investigating it fairly, thoroughly and promptly.
- Keeping you informed during the investigation.
- Maintaining confidentiality, in line with our Data Protection Policy and privacy notices, and only sharing information on a strict need-to-know basis.
- Treating all parties with courtesy and respect.
- Using all feedback as an opportunity to learn, and to improve our services.



3. What is a Complaint?

We define a complaint as being any formal expression of dissatisfaction, whether ultimately found to be justified or not, about any aspect of Westway Trust's work, or our staff's conduct that has not been resolved through normal working practice or other informal means.

Complaints may come from any person or organisation that has had dealings with, or has a legitimate interest in, the Trust. This includes service users, tenants, community members, students, contractors, consultants, volunteers and visitors to our premises.

We hope and expect to resolve day-to-day problems informally, and as quickly as possible. We encourage any issues to be raised directly with the member of staff concerned in the first instance, or their manager, as many problems can be resolved informally if channels of communication are kept open, and issues are addressed at an early stage.

If the informal attempts do not adequately resolve the matter, or are considered inappropriate in the circumstances, the formal complaints procedure explained below is available to all those who come into contact with the Trust and our work.

4. What is Not Covered by This Policy?

Although we are committed to handling all complaints related to the Trust's work and staff, there are incidents that fall outside of the policy. These include, but are not limited to:

- Complaints about the Trust's tenants or complaints about other service users – these should be addressed directly with the relevant person or organisation.
- Complaints against the work or staff at Westway Sports and Fitness. These complaints will be handled by the operating company 'Everyone Active' in accordance with their complaints procedure. If necessary, Everyone Active may involve Westway Trust in their consideration of the complaint.
- Complaints that are being dealt with through legal proceedings.
- Complaints from employees – these are handled through the Trust's internal Grievance Policy and Procedure.
- Concerns from employees, volunteers or trustees about serious wrongdoing, which should be declared and handled through our Whistleblowing Policy and Procedure.



5. How to Submit a Complaint

Where possible, complaints should be made in writing with supporting evidence. If you require reasonable adjustments or are unable to submit your complaint in writing, you can make an appointment with a manager in Westway Trust, who will assist you in recording the details in your own words. This will help us to accurately review the facts. If you have any evidence to support your complaint, you should bring that along to your appointment.

Written complaints, along with the necessary supporting evidence, should be submitted by email to martin.parker@westway.org or by post to Martin Parker, Head of Governance & Organisational Development, Westway Trust, 1 Thorpe Close, London W10 5XL. You may want to consider filling out and submitting the Complaint Form at Appendix 1 if that helps you to structure your complaint but it is not essential for you to use that form.

We encourage you to raise a complaint as soon as possible after the event or incident occurred and certainly within three months, to ensure that it can be properly investigated whilst evidence is still likely to be readily available and memories of the event/incident concerned are still fresh.

Wherever possible, please include all the following:

- Your contact details.
- Your relationship with the Trust, e.g. if you are a tenant, a learner etc.
- Details of the problem: what/when/where/why and how did the problem occur and any consequences.
- The potential resolution you would like to see.
- Any supporting documentary evidence.

The same form can be used to share any comments or compliments with us.

6. How Complaints are Handled

Upon receiving the complaint, we will:

- Record your complaint and acknowledge its receipt within five working days
- Advise you how it will be handled, and by whom, within the Trust. The decision on how to handle a complaint is for the Trust to take, although we will take account of any



preferences expressed by the complainant.

- Conduct the investigation, which might involve interviewing any witnesses.
- Take action to resolve the problem and notify you of the outcome and any actions taken.
- Where necessary, we will take steps to avoid a repeat occurrence.

You will be contacted to make sure that we have understood your complaint properly. You may be interviewed by the manager investigating your complaint to obtain all the information needed.

We will always treat you with understanding and respect. We ask that you do the same for our staff.

Information relating to your complaint will be handled sensitively and any personal information will be handled in line with our Data Protection Policy and privacy notices.

If the complaint relates to the Chief Executive, it will be referred to the Co Chairs of our Board in the first instance who will then decide how the complaint should best be handled. The Co Chairs may decide to delegate the matter to the Vice Chair.

7. Timelines for Reviewing a Complaint

Whenever possible, we will deal with your complaint promptly. You will receive acknowledgement of your complaint within five working days of us receiving it.

We endeavour to respond fully and conclusively to all complaints within four weeks. This is consistent with Charity Commission guidance on timescales for handling complaints. If the complaint involves interviewing many witnesses or reviewing many documents, this might take longer than normal. We will keep you informed if there is a need to revise the timeline and will explain the reasons why.

8. Appealing a Complaint Decision

If you are dissatisfied with our response, please let us know your reason(s), by contacting us using the same method you used to submit your original complaint. We will ask an independent member of our team to review the investigation, and the response that was provided to you.



Reviews are usually assigned to a senior manager, and you will be advised about who is reviewing the complaint and how long the review will take. If the complaint relates to the Chief Executive, it will be reviewed by the Co Chairs of the Board or by another Trustee if the Co Chairs were involved in handling the original complaint. New evidence will be considered in a review **only if** it was unavailable when the initial complaint was investigated. A request for a review must be made within two months of you receiving our initial response. We will aim to respond to your appeal within four weeks, when possible.

If appropriate, and in particularly complex cases, we may use an external adjudicator during the review process.

The outcome of the review will be the Trust's final response to the complaint.

9. When we may Decline to Investigate

Although we are grateful for feedback, there are specific circumstances where we may decide not to investigate a complaint. We will always explain our reason(s) for not doing so.

We might not investigate a complaint if it:

- Uses language that is threatening, abusive, offensive or otherwise unreasonable towards our staff, as stated within our Unacceptable Behaviour policy.
- Appears to be unfairly targeting or harassing a member of staff.
- Has no direct connection to Westway Trust.
- Has already been addressed and responded to under this policy.
- Concerns incidents that occurred too long ago, which means we no longer have access to people or to information we need to investigate it fully.
- It is part of a pattern of persistent or vexatious complaints, which, because of their frequency or nature, hinder our consideration of the original complaint, or hinders our response to other people's complaints.

10. External Contacts

If, after a review of your complaint, you remain dissatisfied about how the Trust has dealt with it, you can contact one of the following organisations:



General Complaints

Charity Commission for England and Wales

PO Box 211, Bootle, L20 7YX

Tel: 0300 066 9197

<https://forms.charitycommission.gov.uk/>

Fundraising Complaints

Fundraising Regulator

Eagle House, 167 City Road, London, EC1V 1AW

Tel: 0300 999 3407

complaints@fundraisingregulator.org.uk

Personal data complaints

Information Commissioners Office (ICO)

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 0303 123 1113

<https://ico.org.uk/make-a-complaint/data-protection-complaints/>



Appendix 1

Complaint Recording Form	
Name of person making complaint:	
What is your relationship to Westway Trust:	
Address:	
Your Telephone number:	
Your Email:	
Date the incident/event occurred, or was it over a longer period:	
What was the incident/event:	
If appropriate, what time did the incident/event occur?	
Did anyone witness the incident?	Yes/No
Please explain the details of the complaint:	
Name of witness(s):	
Name of witness(s):	
Name of witness(s):	



Please give contact details of any witnesses:	
Do you have any documents or evidence to support your complaint?	Yes/No
State what these are:	
What outcome would you like from your complaint?	
Summarise how the complaint could be resolved:	
Any other comments:	
Signed:	
Date:	
If a Westway Trust manager recorded the complaint, please sign below to confirm this is an accurate statement of what was said:	
Manager's Name:	
Manager's Signature:	
Your signature:	
Date:	