



CATHOLIC MILITARY ASSOCIATION: COMPLAINTS POLICY AND PROCEDURE

POLICY AIM AND PURPOSE

1. The Catholic Military Association of Our Lady of Victories, hereafter known as The CMA and "we, us and our", strives to be excellent in all that we do but we recognise that this cannot always be the case. When we make a mistake we want and need to be informed. We will use this information to endeavour to put things right as appropriate and to inform our strategy of continual improvement.
2. Our Complaints Policy and Procedure has the following goals:
 - a. To ensure that complaints are dealt with fairly, efficiently and effectively;
 - b. To ensure that all formal complaints are handled in a consistent manner;
 - c. To increase supporter satisfaction;
 - d. To use complaints constructively in the planning and improvement of all services.

COMPLAINTS POLICY

3. A complaint can be made by any individual or organisation who wishes to report dissatisfaction about the standards of service, actions or lack of action by the CMA, our volunteers or anybody directly involved in the delivery of our work.
4. We aim to resolve complaints within 1 month (this timeline reflects the voluntary nature of our organisation). Where this is not possible the complainant will receive an update within 1 month on progress made to date and when the complainant can expect to receive the outcome.
5. Complainants who have launched a complaint and who are unsatisfied with the CMA's response to that complaint have the right to appeal. The appeals process is outlined in the procedure below.
6. Everyone who makes a complaint will be treated with courtesy and respect. In return, we expect people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass volunteers, behave abusively, or unreasonably pursue complaints, we reserve the right to withdraw or modify our complaints procedure.
7. Confidential information in relation to all complaints will be handled sensitively and in accordance with GDPR guidelines.
8. We are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.



9. We will log and monitor all serious complaints and results of such complaints and this information will be reviewed as appropriate by the Board. This information will not necessarily be available to the public.



COMPLAINTS PROCEDURE

HOW TO MAKE A COMPLAINT

1. Many minor complaints can be resolved informally. In the first instance, if appropriate, contact a relevant volunteer or Board Member who will try to resolve your complaint informally. If you make contact in person, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.
2. If you or the volunteer you are speaking to feel that the complaint cannot be resolved at an informal level, you may pursue a formal complaint.
3. You can make a formal complaint to the CMA by email to admin@catholicmilitaryassociation.org.uk. Please use the word "Complaint" in your subject line.

HOW WE WILL INVESTIGATE AND RESPOND

4. Within 1 month of receiving a complaint we will send you either:
 - a. A final response which addresses the complaint; or
 - b. A response which explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response.
5. We will assess your complaint to determine the best way to deal with it and identify the issues to be investigated. An investigation will be undertaken by a director of the charity who is independent from the issues being raised. We may need to contact you during this time and your cooperation will be important in order to complete the investigation.
6. Once the investigation has been completed and the appropriate response and action agreed, we will respond to the complainant with the following information:
 - a. A written response describing the details of the complaint
 - b. Comments addressing each of the violations alleged in the complaint
 - c. An explanation of the investigations undertaken to consider the complaint
 - d. The findings resulting from the investigation
 - e. An explanation of any improvements made as a result of the complaint.

APPEAL PROCESS



7. If you remain dissatisfied with the outcome of the decisions regarding your complaint, you can appeal the complaint decision. If you wish to appeal the outcome of the decision you should do so in writing to the Chairman of the Board (via email above), setting out briefly the nature of the complaint/appeal; the steps already taken; details of the response received; and a statement as to why you remain dissatisfied.
8. The Chairman of the Board will review all the information held relating to your complaint and will conduct further investigations if they consider that the initial investigation was insufficient. Once the internal review is complete, you will be informed what the decision is and if you are still unsatisfied, what the external appeal options are.
9. External bodies that you may consider referring to include:
 - a. If the relates to our fundraising activities, and you are unhappy with our final response, you can refer your complaint to [the Fundraising Regulator](#)
 - b. If you have a serious complaint regarding another area of our work and do not feel completely satisfied by our response you can raise a complaint with [the Charity Commission](#).



POLICY APPROVAL

This policy was approved by in the General Trustee Meeting on 16/11/24.

POLICY REVIEW

The policy will be reviewed by Jan 2026.

DOCUMENT HISTORY

Version	Date Approved	Approved By	Brief Description
1.1	16/11/24	Board of Trustees	Prepared by: Annabel Osborn (Admin Volunteer), Fist Edition.
1.2	7/12/24	Capt Francis Osborn (Chair of Trustees)	Prepared by: Francis Osborn (Chair of Trustees), minor formatting edits.