

CJA Complaints Policy

1. This policy applies to the CJA and is global in its application. A complaint can be made by any supporter, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in the UK for anywhere else in the world.
2. It is hoped that most complaints or concerns about CJA's work or behaviour can and will be dealt with informally by CJA staff. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

Statement of Intent

3. Receiving feedback and responding to complaints is an important part of improving the CJA's accountability and delivery of our strategy and work plans. Ensuring our members, partners, beneficiaries, and stakeholders can hold us to account will improve the quality of our work in all areas.

Definitions

4. A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by the CJA, CJA staff, Trustees, and associated personnel (including contractors, consultants and volunteers). It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):
 - Concern from someone we work with about the quality of projects/programme delivery
 - Concern from a member of the CJA, public or supporter about a particular fundraising approach or advocacy approach
 - Concern about the behaviour of staff, volunteers, trustees or associated personnel
5. A complaint has to be about some action for which the CJA is responsible or is within our sphere of influence.
6. A complaint is **not**:
 - A general enquiry about the CJA's work
 - A request for information
 - A contractual dispute
 - A request to amend records e.g. to correct an address, cancel a donation
 - A request to unsubscribe from the CJA membership or a service e.g. a mailing list or bulletin
7. The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we may operate. Such issues will be dealt with by the relevant regulatory body.

Who can make a complaint?

8. This policy is global in application. A complaint can be made by:

- Any member / supporter
- Partner organisation
- Community or individual with whom we work
- Any member of the public whether an individual, company or other entity in the UK or around the world.

Who/what is not covered by this policy?

9. Complaints by staff are governed by the CJA's procedures set out in the Staff Handbook formal grievance procedures and the CJA Anti-harassment and Bullying Policy. Complaints relating to serious incidents, fraud or safeguarding concerns will be dealt with through the relevant policy and procedures.

How to make a complaint

10. All formal complaints should be made in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf.

11. All complaints should be sent to complaints@criminaljusticealliance.org.uk, or via post to V111, Vox Studios, Durham Street, SE11 5JH. The CJA will respond within 60 days of the date of submission of the complaint. If the complainant is not satisfied with the initial response, they can contact the Chair of the Board of Trustees. If the subsequent response still proves unsatisfactory, they have the option of contacting the Charities Commission.

Monitoring and review

12. The policy will be monitored and reviewed every two years by the FRC to measure its progress and judge its effectiveness.

Approved by: FRC/Board

Date: 15 December 2021

Last review date: 15 December 2021