

## **Upside Comics Complaints Procedure**

### **What to do if you have a complaint**

We will always investigate complaints. We welcome valid complaints as they can help us to improve our quality and safety.

If you have any concerns about the behaviour of one of our staff, volunteers, guests or beneficiaries in any situation, it is vital that you tell us about it immediately so that appropriate action can be taken.

If there is anything to do with Upside Comics about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again.

All formal complaints are directed to our Safeguarding Lead to ensure they receive a high priority.

### **How to contact us**

You can email us at [info@upsidecomics.org.uk](mailto:info@upsidecomics.org.uk)

You can also write to us at:

Upside Comics  
Community Base  
113 Queens Road  
Brighton  
BN1 3XG

You can phone us on 01273 234868.

### **What we will do on receiving your complaint**

- We'll listen, record your complaint and advise you how it will be handled.
- We'll investigate whenever necessary. If the complaint involves a member of staff or volunteer, we will not divulge the name of the complainant during an investigation unless we are specifically given permission to do so.
- We'll take action to resolve the problem and tell you what that action is.
- We'll take steps to avoid a repeat occurrence.

At all times we will treat you with understanding and respect. All we ask is that you do the same for our staff. Confidential information in relation to your complaint will be handled sensitively.

### **What if our response does not satisfy you?**

Ultimately, you have recourse to the online complaint form at the Charity Commission [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

This policy also applies to whistleblowing concerns. However, if your concern is urgent and/or serious then you may need to contact Social Services or the Police in the first instance.