



STUDENTS  
ORGANISING FOR  
SUSTAINABILITY  
UNITED KINGDOM

## **Complaints Policy**

Policy: Complaints Policy

Last Review Date: 1<sup>st</sup> March 2025

Next Review Date: 1<sup>st</sup> March 2028

Lead: Head of People and Culture

### **Introduction**

This policy applies to all customers, participants, supporters, donors, and volunteers involved in the projects, programmes, and campaigns delivered by Students Organising for Sustainability UK (SOS UK).

At SOS UK, we are committed to providing high-quality services and maintaining strong relationships with everyone who engages with us. However, we understand that sometimes we may not always get it right. We welcome feedback and complaints as opportunities to learn, improve, and address any concerns.

This policy outlines how complaints can be made, how they will be handled, and how we aim to resolve them promptly, fairly, and transparently. We value the opinions and comments of everyone involved in our work and are committed to ensuring that any complaint made to SOS UK is resolved quickly and fairly.

### **Definition of a complaint**

SOS UK defines a complaint as, “an expression of dissatisfaction with the staff, volunteers, procedures, or quality of service SOS-UK provides.” This definition includes, but is not limited to:

- Dissatisfaction with the behaviour or attitude of SOS UK staff or volunteers.
- Concerns about the quality of services provided by SOS UK.
- Concerns about the procedures or processes SOS UK has in place.
- Concern about SOS UK fundraising activities or materials - please see ‘Fundraising complaints’ below

Occasionally, we may receive complaints that fall outside the scope of SOS UK’s activities or that we are not in a position to comment on.

We will not consider complaints about our organisational positioning on political or policy issues as formal complaints, as these are determined through our governance processes.

### **Fundraising complaints**

You can make a complaint through the same channels as below and our response procedure will be the same as outlined.

Even if you simply wish to raise an issue rather than make a complaint, e.g. you felt that our fundraising materials were unclear; we would still like to hear from you so we can improve our standard of our fundraising.

We record each complaint or issue raised to ensure that we are taking action when we should and that our fundraising is carried out in a manner that satisfies our supporters.

## How to make a complaint

Complaints can be made through the following channels:

- Email: [hello@sos-uk.org](mailto:hello@sos-uk.org)
- Post: SOS-UK, c/o NUS Charity  
Merseyway Innovation Centre  
21-23 Merseyway  
Stockport  
SK1 1PN
- In person: By speaking with an SOS UK staff member or volunteer.
- Social Media: On official SOS UK channels that we monitor.

To ensure we handle your complaint promptly and thoroughly, please provide as much information as possible, including:

- A detailed description of your complaint.
- The date, time, and location of the incident or concern.
- Names of any individuals involved (if known).
- The desired outcome you are hoping for.
- Your contact details (name, address, telephone number, and/or email).

## How we handle complaints

1. **Acknowledgment:** Upon receiving your complaint, we will promptly acknowledge it and inform you that we have received it. If you have submitted your complaint via email or letter, we will contact you within five working days to confirm its receipt.
2. **Investigation and response:** We take all complaints seriously and will conduct a thorough investigation. We aim to provide a full response within 10 working days. If the matter requires more detailed examination, we will inform you and endeavour to resolve it within 30 days.
3. **Escalation:** If you feel that your complaint has not been adequately addressed, you have the option to escalate it to someone more senior within our organisation. We will guide you on how to proceed with the escalation process.
4. **Anonymity:** If you prefer to remain anonymous or do not wish to receive a response, we will still investigate and address your complaint, but our response will be limited to the extent possible without your contact information.

## Contacting external authorities

Fundraising related complaints:

If your complaint is related to our fundraising activities and you are dissatisfied with our response, you have the right to contact the Fundraising Regulator within two months of receiving our response. You can reach them through the following means:

Fundraising Regulator

Address: 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

Tel: 03002 999 3407

Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

Website: [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

Non-fundraising related complaints:

If your complaint does not pertain to fundraising and you remain unsatisfied with our response, you can contact The Charity Commission at the following address:

The Charity Commission

Address: PO Box 1227, Liverpool, L69 3UG  
Tel: 0845 3000 218

**Implementing, monitoring and reviewing this policy**

The SOS UK leadership team has overall responsibility for implementing and monitoring this policy. We may periodically update this policy to reflect legal or operational changes. Any updates will be posted on our website, and significant changes may be communicated directly to you.