



Allegations and Complaints Policy

Purpose

The purpose of this policy is to outline the procedure for addressing and investigating complaints or allegations made by the public, staff, or volunteers at ReturnMK in a fair, transparent, and efficient manner. This policy has two distinct sections:

- A) General Complaints Procedure (e.g., concerns about service quality or conduct)
- B) Allegations Against Staff/Volunteers Involving Safeguarding (referred to LADO where necessary)

Section A: General Complaints Procedure

ReturnMK values feedback and is committed to resolving complaints in a prompt and respectful manner.

Stage 1 – Informal Resolution

- Complaints can be raised verbally or in writing.
- We aim to resolve informal complaints within 5 working days.
- All complaints will be logged internally.

Stage 2 – Formal Complaint

- A formal complaint should be submitted in writing to Trustee Jason Lawrence (info@returnmk.org).
- A thorough investigation will be carried out.
- A written response will be issued within 10–15 working days, outlining the findings and any actions taken.

Stage 3 – Appeal

- If unsatisfied, the complainant may appeal in writing to the Chair or an alternate trustee.
- The appeal will be reviewed within 10 working days.
- The decision at this stage is final.

Anonymous Complaints

Anonymous complaints will be reviewed and considered where sufficient detail is provided, though the investigation may be limited.

Alternate Contact

If Trustee Jason Lawrence is unavailable or a conflict of interest exists, please direct your complaint to an alternate trustee at support@returnmk.org.



Section B: Allegations Involving Safeguarding

Initial Reporting

Allegations or concerns involving safeguarding must be reported to the Designated Safeguarding Lead (DSL).

Conflict of Interest

If the DSL is the subject of the complaint, an alternate will be appointed by the Board of Trustees.

LADO Referral Process

1. Document concerns and report immediately to the DSL.
2. The DSL will assess the issue and refer to the Local Authority Designated Officer (LADO) if needed.
3. Collaborate with LADO and agencies as required.
4. Maintain detailed records in line with data protection laws.

LADO Contact

Milton Keynes Council
Phone: 01908 254307 or 01908 254306
Email: lado@milton-keynes.gov.uk

Confidentiality and Documentation

All matters will be handled with confidentiality. Records will be stored securely for a minimum of 7 years.

Communication

The complainant (where appropriate) will be kept informed throughout the investigation and resolution process.

Conclusion

ReturnMK is committed to handling complaints and allegations fairly and transparently to maintain the safety, reputation, and integrity of our services. This policy is available upon request and should be respected by all staff, volunteers, members, and visitors.

Approved by the Management Committee

Jason Lawrence

Signed: 

Trustee for ReturnMK

Policy Updated on 3rd January 2025