

spoke out

complaints

January 2021

At spoke out, we understand that sometimes there may be issues. We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

If you have a complaint or concern about spoke out, a spoke out event, a spoke out service, a spoke out member or a spoke out volunteer, please let us know.

Complaints can be made via e-mail at hello@spokeout.org.uk or via our social media channels, preferably through direct messaging. All complaints are recorded and kept confidential.

We take any concerns and complaints seriously. We will investigate and seek to resolve any matters arising to the best of our ability and with respect and consideration for anyone involved.

It is important to note that we have a **zero-tolerance approach** to actions or words which are knowingly likely to cause serious offence or make someone feel excluded and unwelcome in the group.

We aim to deal with complaints as speedily as possible. Wherever possible complaints will be resolved on the spot. If this is not possible then we will aim to achieve a resolution within 72 hours of the complaint arising.

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.