

Complaints Policy

February 2025

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Introduction

New Wine is committed to providing a safe, supportive, and respectful environment for all stakeholders, including delegates, staff, volunteers, and members of the public. To maintain and improve the quality of our operations, we welcome feedback, address complaints, handle grievances, facilitate whistleblowing, and respond appropriately to safeguarding disclosures.

New Wine is committed to maintaining the highest possible standards of integrity, accountability and openness as an organisation. As Christians, we believe that every human has immeasurable value and deserves to be treated with dignity and respect. This policy outlines the process for complaints to ensure clarity, accountability, and fairness.

Your feedback, complaint, or concern will be:

- Dealt with as quickly as possible.
- Handled fairly and politely.
- Investigated appropriately.

How can you provide feedback?

We aim to be as flexible as possible when receiving complaints or concerns. You can share your feedback or complaint in the following ways, though it must always be in writing:

- By letter.
- By phone.
- In person.
- By email.
- On behalf of someone else.

Feedback Matrix

Feedback is categorised into six areas to enable prompt and appropriate responses. This Complaints Policy sits within our suite of policy's. Please note the matrix below.

Please find the relevant policies linked below.

Category	Whereabouts	Definition	Examples
Feedback	Please use this form.	Comments or suggestions for improvement that do not require further investigation.	Suggestions about event logistics.
Complaints Policy	Complaints policy	Concerns raised by individuals dissatisfied with services or actions that breach expectations.	Issues with event arrangements or response times.
Grievance Policy	Staff Handbook	Concerns raised by staff about workplace conditions or treatment.	Discrimination or unfair treatment.
Whistleblowing Policy	Whistleblowing policy	Reports of misconduct, illegal activities, or ethical breaches within the organisation.	Fraud or misuse of organisational resources.
Safeguarding Disclosures	Safeguarding Policy	Reports relating to the abuse or neglect of under 18s or vulnerable adults, in line with safeguarding policies.	Allegations of abuse or neglect.
Concerns Policy	Section 5 of the Safeguarding Policy	Report or feedback regarding a low-level concern that is not a complaint about behaviour or a safeguarding disclosure.	Feedback of unusual behaviour.

Monitoring and Reporting

To ensure accountability, all feedback, complaints, grievances, whistle-blowing cases, safeguarding disclosures and low-level concerns will be logged, monitored, and reviewed periodically to identify trends and improve processes.

Trustees will receive a report annually on how many complaints have been received, how many were upheld, how many were appealed, whether the appeal was successful and a summary of the lessons learned.

Policy Ownership and Signature

New Wine recognises the importance of having a clear and consistent approach to handling feedback, complaints, grievances, whistle-blowing, and safeguarding disclosures across its activities, including events, volunteer teams, and all interactions with the New Wine Network.

All leaders, volunteers, and staff engaging in New Wine activities are expected to adhere to the guidelines and procedures outlined in this policy. When interacting with other organisations, New Wine's Feedback and Complaints Policy will take precedence in addressing complaints and concerns.

This policy will be reviewed annually by the New Wine Trustees to ensure it remains aligned with organisational values and best practices.

Signature: *P. Goldring*

Print Name: Pete Goldring

Position: Director of Operations

Date: 11/2/2025

Complaints Process

New Wine is committed to addressing complaints promptly, fairly, and thoroughly. This procedure applies to complaints from delegates, volunteers, members of the New Wine Network, partner organisations, and the public, including past members and those engaging with New Wine activities outside of events.

General Principles

- All complaints will be treated with fairness, dignity, and respect.
- Complaints will be handled confidentially, in line with data protection regulations. Information will be disclosed only to those involved in resolving the issue.
- If there is a risk of harm or an allegation of criminal activity, New Wine may refer the matter to the relevant safeguarding team or local authorities.
- Complainants and those subject to complaints have the right to be accompanied by a representative (e.g., colleague, friend, or staff member) in formal complaint meetings.
- Complaint outcomes, even if not upheld, will be documented and used to improve future processes.
- Complaints against the National Leader should be escalated directly to the Chair of Trustees, who will appoint an independent investigator.

Support for Complainants

- New Wine acknowledges that the complaints process can be stressful. Support services, guidance, or pastoral care may be offered where appropriate.
- Whistleblowers can be submitted in alternative formats where required (e.g., large print, translated materials). Please contact raisingconcerns@new-wine.org for further support.

Documentation & Learning Outcomes

- A record of all formal complaints and resolutions will be maintained.

- Even where complaints are not upheld, New Wine will document learning outcomes and consider potential improvements to policies, training, or services.

Complaints Procedure

Delegates

Stage 1 – Informal Resolution

- Raise your concern with the Delegate Experience Lead or other relevant staff member, who will attempt to resolve the matter informally and immediately.
- If resolution is not possible, proceed to Stage 2.

Stage 2 – Formal Complaint

- Submit a written complaint to the Delegate Experience Lead at info@new-wine.org.
- Complaints will be acknowledged within five working days, and a resolution sought within ten working days. If delayed, reasons and new timelines will be communicated.
- If the complaint involves the Delegate Experience Lead, address it to the Head of Events.

Stage 3 – Appeal

- If dissatisfied, escalate the complaint to the Head of Events and Director of Operations.
- A final response will be provided within 28 working days.
- Appeals must be submitted within 10 working days of receiving the Stage 2 outcome.

Volunteers

Stage 1 – Informal Resolution

- Raise your concern with your Team Leader, who will attempt to resolve the matter informally and immediately. If your concern relates to the Team Leader or Volunteer Management Lead, please address it to the Director of Operations.
- If resolution is not possible, proceed to Stage 2.

Stage 2 – Formal Complaint

- Submit a written complaint to your Team Leader and the Volunteer Management Lead.
- Complaints will be acknowledged within five working days, and a resolution sought within ten working days. If delayed, reasons and new timelines will be communicated.
- Volunteers may access the **Resolving Issues Practice Guide** for additional support.

Stage 3 – Appeal

- If dissatisfied, escalate the complaint to the Director of Operations.
- A final response will be provided within 28 working days.
- Appeals must be submitted within 10 working days of receiving the Stage 2 outcome.

New Wine Leadership Network Members

Stage 1 – Informal Resolution

- Raise your concern with the relevant Ministry Lead, who will attempt to resolve the matter informally and immediately. If your concern relates to the Ministry Lead themselves, please address it to the Strategic Director.
- If resolution is not possible, proceed to Stage 2.

Stage 2 – Formal Complaint

- Submit a written complaint to New Wine staff team at raisingconcerns@new-wine.org.
- Complaints will be acknowledged within five working days, and a resolution sought within ten working days. If delayed, reasons and new timelines will be communicated.
- If the complaint involves the Ministry Lead, address it to the Strategic Director.

Stage 3 – Appeal

- If dissatisfied, escalate the complaint to the Director of Operations and the Strategic Director.
- A final response will be provided within 28 working days.
- Appeals must be submitted within 10 working days of receiving the Stage 2 outcome.

Partner Organisations

Stage 1 – Informal Resolution

- Raise your concern with the Head of Fundraising and Partnerships, who will attempt to resolve the matter informally and immediately. If your concern relates to the Head of Fundraising and Partnerships, please address it to the Director of Operations.
- If resolution is not possible, proceed to Stage 2.

Stage 2 – Formal Complaint

- Submit a written complaint to the relevant contact (see above) or info@new-wine.org.
- Complaints will be acknowledged within five working days, and a resolution sought within ten working days. If delayed, reasons and new timelines will be communicated.
- If the complaint involves the National Leader, escalate it directly to the Chair of Trustees, who will appoint an independent investigator.

Stage 3 – Appeal

- If dissatisfied, escalate the complaint to the Director of Operations and the Strategic Director.
- A final response will be provided within 28 working days.
- Appeals must be submitted within 10 working days of receiving the Stage 2 outcome.
- If further escalation is required, complainants will be informed of any external bodies available for review.

Public

Stage 1 – Informal Resolution

- Raise your concern at raisingconcerns@new-wine.org, where a relevant member of staff will attempt to resolve the matter informally and immediately.
- If resolution is not possible, proceed to Stage 2.

Stage 2 – Formal Complaint

- Submit a written complaint to raisingconcerns@new-wine.org.
- Complaints will be acknowledged within five working days, and a resolution sought within ten working days. If delayed, reasons and new timelines will be communicated.

Stage 3 – Appeal

- If dissatisfied, escalate the complaint to the National Leader or Chair of Trustees.
- A final response will be provided within 28 working days.
- Appeals must be submitted within 10 working days of receiving the Stage 2 outcome.
- If further escalation is required, complainants will be informed of any external bodies available for review.