



Complaints Policy

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Document Control	This document will be updated from time to time to reflect current legislation and best practice. Always download or view from OTR-South - General Documents - All Documents (sharepoint.com) to ensure the most up to date version is being viewed.

Introduction

If there is any part of our service that you are unhappy with, we would like to know about this so we can take steps to address your concern. All concerns and complaints will be dealt with in a timely and professional manner.

This Complaints Policy does not apply to OTR staff and volunteers who should instead use the most appropriate OTR internal policy and procedure.

Step 1 – Informal complaint

If you are unhappy about any aspect of our service, please bring it to the attention of one of our staff or volunteers at the time the concern arises so they can try to resolve the concern.

If this is not possible then it will be passed to the appropriate member of the senior leadership team who will contact you directly to discuss.

Informal complaints can also be made on our website: www.otr-south.org.uk

Step 2 – Formal complaint

If your complaint cannot be resolved informally, or you do not wish to make a complaint in person, please put the complaint in writing. We will acknowledge receipt of any complaint received by email or letter within a week of receiving it.

If your complaint cannot be resolved informally, or you do not wish to make a complaint in person, please visit www.otr-south.org.uk and complete the complaint form, for further support, please email us on Enquiries@otr-south.org.uk or alternatively call us on 02392 474724. We will acknowledge receipt of any complaint received by the form within 5 days of receiving it.

We will endeavour to provide you with a full response to your written complaint within 2 weeks. If the response needs more time, we will tell you in writing of the delay and let you know when we hope to be able to respond in full.

Stage	Action	Timeframe for each stage
Complaint received by OTR.	Acknowledge Receipt.	Within 5 working days.
Initial internal assessment of the complaint	Review of the complaint information and evidence submitted.	Within 5 working days of receiving the complaint.
Complaint assigned to appropriate person.	Complaint to be investigated by a member of our senior leadership team, who will then send written response.	Within 14 days of receiving the complaint.
Investigation of the complaint needs more time.	The member of the senior leadership team will contact you to advise of the delay and an expected timescale of a full response.	Within 14 days of receiving the complaint.

On receipt of the written complaint, we will assign the most appropriate person from the Senior Leadership Team to deal with the complaint. They will investigate the matter and communicate regularly with you until the issue is hopefully resolved.

When putting your complaint in writing, please include the following details:

- The specific area, service, individual, or resource to which the complaint applies.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Your name and contact details.
- Please let us know if you have already reported the complaint, and if any action was taken previously.

The following will not be treated as complaints under this policy:

- Complaints made anonymously or without providing contact details
- Complaints that are not about Off The Record
- The complaint is unclear or there is insufficient information to understand the nature of the complaint
- The complaint is sent to us as part of a bulk email or mail
- Complaints contains abusive, aggressive, or discriminatory language
- Malicious complaints
- An external regulatory body is already investigating the complaint – unless that body instruct us to investigate
- Further information about the complaint is needed and when requested, it is not provided

Once we complete our investigations, we will share our response with you which will summarise how we handled the complaint, what steps we have or will take to resolve the complaint, and what you can do if you are not happy with the outcome.

To comply with data protection legislation and maintain confidentiality we may not be able to share all the information from our investigation and subsequent decision making with you.

If you need support to make your complaint, please telephone us and a member of staff or volunteer will write down the details on your behalf.

Please use the following contact details to make your complaint:

- 023 92474724
- enquiries@otr-south.org.uk
- 138 Purbrook Way, Havant, PO9 3SU

Step 3 - If you are not satisfied with the response

Please write to Off The Record by letter or email explaining the nature your ongoing concern. We will record the date your letter or email is received and acknowledge receipt within no more than two weeks.

If your letter or email doesn't contain sufficient information for us to understand why you are dissatisfied with the outcome of how we've handled your complaint so far, we will ask you for further information and wait for this to be provided before we continue.

Once we have all the information needed from you, a copy will be passed to the Chair of our Board of Trustees who will appoint one or more Trustees to further investigate the complaint. Depending on the nature of the complaint and its seriousness, the Chair may also appoint someone else with expertise relating to the complaint to advise the Trustees.

Once the Trustee(s) and/or other appointed person(s) have concluded their investigation and reached a conclusion, a written report will be compiled and sent to the Chair of the Board of Trustees, or their nominated representative.

The Chair of the Board of Trustees will use the details of the written report to provide you with a final response. You should receive our final response with three weeks of your concern being passed to the Chair. We will let you know in writing if there are any delays.

As above, to comply with data protection legislation and maintain confidentiality we may not be able to share all the information from our investigation and subsequent decision making with you.