

Complaints, Feedback & Whistleblowing Policy

Version	1.0	Adopted	25 September 2026
Review	September 2027	Status	Public

Sahaad welcomes feedback and takes complaints seriously. People should be able to raise concerns about our work without fear of unfair treatment.

1. What this policy covers

This policy covers complaints about Sahaad's programmes, conduct, communications, use of resources, volunteers, practitioners and organisational decisions. Safeguarding concerns may require a separate and more urgent safeguarding response.

2. Our approach

- Listen respectfully and avoid dismissing concerns because they are uncomfortable or critical.
- Handle information as confidentially as reasonably possible.
- Avoid retaliation against a person who raises a genuine concern in good faith.
- Keep appropriate records of complaints, actions and outcomes.
- Use learning from complaints and feedback to improve our work.

3. How complaints are handled

The Chairman is normally responsible for receiving and coordinating complaints. A complaint about the Chairman should be directed to the Trustee. A complaint about the Trustee should be handled without the Trustee deciding their own matter and with appropriate independent oversight where needed.

Sahaad aims to acknowledge complaints within 5 working days and, where reasonably possible, provide an outcome within 20 working days. Complex matters may take longer; where this happens, the complainant should be updated appropriately.

4. Whistleblowing

A whistleblowing concern may involve suspected serious wrongdoing, misuse of funds, safeguarding failures, fraud, serious misconduct or deliberate concealment of significant concerns. Such matters should be escalated promptly and handled according to their seriousness.

5. Outcomes

Depending on the issue, an outcome may include an explanation, apology, corrective action, programme change, additional oversight, referral to an appropriate authority, or a finding that the available information does not substantiate the complaint.

6. Accessibility

Sahaad will seek to make its complaints process accessible. Where a person has communication or disability-related needs, reasonable support should be considered so that they can express their concern as fully as possible.

Public version. Internal complaint and incident registers are confidential organisational records.