

Complaints Policy

Organisation:	British Veteran Owned	Last Reviewed:	January 2026
Established:	January 2022	Next Review:	January 2027

1. Policy Statement

British Veteran Owned Ltd is committed to delivering high-quality services to the veteran business community. We welcome feedback and recognise that complaints provide an important opportunity to improve our services. We aim to handle all complaints fairly, promptly, and proportionately, and to ensure that no individual is treated unfairly for raising a concern in good faith.

2. What Is a Complaint?

A complaint is an expression of dissatisfaction about:

- The quality, delivery, or timeliness of our services or programmes
- The conduct or behaviour of anyone acting on behalf of the organisation
- Our policies, procedures, or decision-making
- The way a previous concern or complaint was handled

This definition includes complaints whether or not they are considered justified.

3. How to Make a Complaint

Complaints should normally be submitted by email to:

complaints@britishveteranowned.co.uk

Where email is not possible, complaints may be submitted in writing to the organisation's registered address. To help us respond effectively, complainants are encouraged to provide:

- Their name and contact details
- A clear description of the issue
- Relevant dates or reference information
- The outcome they are seeking

4. How We Handle Complaints

British Veteran Owned uses a proportionate, staged approach to handling complaints:

Stage 1 – Acknowledgement and Initial Review

We will acknowledge receipt of a complaint and confirm who is handling it. Where possible, straightforward issues may be resolved at this stage.

Stage 2 – Consideration and Response

If further consideration is required, we will review relevant information and provide a written response explaining our findings and any actions to be taken. We aim to do this within a reasonable timeframe and will keep the complainant informed if additional time is needed.

Stage 3 – Review

If a complainant remains dissatisfied, they may request a review by the Chairman. This represents the final stage of the organisation's internal complaints process.

5. What You Can Expect

- Complaints will be handled respectfully and confidentially
- Issues will be considered fairly and objectively
- We will communicate clearly and explain our decisions
- We will not disadvantage anyone for raising a complaint

6. Anonymous Complaints

Anonymous complaints will be considered where possible, although the organisation's ability to investigate and respond may be limited. Providing contact details allows for clarification and feedback on outcomes.

7. Learning and Improvement

Complaints are logged and reviewed periodically to identify patterns, risks, or opportunities for improvement. A summary of complaints and learning may be reported to the Board as part of governance oversight.

8. External Escalation

If a complainant remains dissatisfied after completing the internal process, they may choose to raise their concern with an appropriate external body, such as a relevant funder or regulator, depending on the nature of the complaint.

9. Responsibility

The Board of Directors holds overall responsibility for this policy. The Chairman is responsible for overseeing complaints handling and ensuring this policy is applied consistently and proportionately.

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Position:

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