The Trauma Response Network (TRN) is a registered charity which provides pro-bono therapy and support to people in Great Britain affected by a mass trauma event. Our service is delivered online.

We aim to co-ordinate access to trauma support for those who have suffered a mass trauma or for those indirectly affected by such events.

Complaint and Compliment Policy

Version Date:	21st January 2026
Approved by:	TRN Trustees
Review Date:	20th January 2028

Trauma Response Network (TRN)

Compliments, Comments and Complaints Policy

1. TRN Values

TRN is dedicated to enabling people to achieve best possible wellness in a supportive and confidential space, free from prejudice, whether that be virtual or in person.

We strive for excellence in everything that we do, but we realise that sometimes we may get things wrong. We welcome and value feedback as this enables us to listen, learn, and to improve what we do and how.

Your compliments, comments and complaints help us continue to strive for excellence and help to give children, adolescents and adults the support and help they need, to help them overcome trauma and anxiety in response to mass trauma.

2. Who this policy is for:

This policy applies to individuals (members of the public) and organisations wishing to comment on, compliment or complain about the performance of the work the Trauma Response Network undertakes such as

- co-ordination of therapists in our network
- communication
- fundraising activities
- research
- public relations
- training provided or supported by TRN

This policy does not apply to therapists in the TRN network or trustees wishing to make a complaint. Instead, they should refer to the relevant TRN policies; e.g., Grievance Policy and the Safeguarding & Child Protection policy as appropriate.

Those persons to whom this policy does not apply should make their compliments and comments to TRN supervisor/consultant or persons to whom they consider their compliments/comments are most relevant.

3. Complimenting us

Compliments are valuable and important to us and when they are received, they will be recorded and reported on. Compliments enable us to:

· Understand from our supporters and stakeholders what we do well and the positive difference this makes;

· Provide positive feedback to our people in the TRN Community

· Influence the continued development of what we do, why and how.

We will endeavour to acknowledge compliments wherever possible but whilst this may not always be practicable, please be assured that they are always appreciated.

With your permission, we would like to use your compliments on our website.

4. Feedback

It is always helpful to hear what people think about us; what we do and how. Any comments are welcome because they:

· Help to influence the organisational decisions we may make;

· Help maintain the standards of our activities;

· Raise issues of real importance and can lead to change for the better.

Wherever we can, we will record and report, internally and externally if required (for example our TRN newsletter), on comments we receive.

We will also endeavour to acknowledge comments wherever possible but whilst this may not always be practicable, please be assured that they are always appreciated.

Complaints

We recognise that there will be times when we may make mistakes or get things wrong.

Where this happens and where we receive a complaint, we will always take this seriously, record and report on it internally and externally if required, and deal with it in a timely manner.

We will always take steps to maintain the confidentiality of your personal information. We will only disclose it to people who need to look into a complaint, and, rarely, to others where we are legally permitted to do so.

5. What this policy does not cover

This policy does not cover complaints about the quality of individual therapy received by an EMDR therapist in our Network. If you have any complaints about an individual therapist, you should follow the complaints procedure of the individual therapist. This usually involves speaking to the therapist about the complaint you have in the first instance. If you are not satisfied about their response, please let us know. In this instance, we can also give you information about how you can complain to the therapist's regulatory body.

If you complain about a therapist to their regulatory body, we will be sharing any relevant information we hold about your interactions with us or with the therapist in order for the regulatory body to investigate fully. If there is any information you do not wish us to share, you must give this in writing, and we will pass on this information to the regulatory body.

6. Defining a 'complaint'

We define a complaint as ***"an expression of dissatisfaction, however made, about actions taken or a lack of action by a representative of the Trauma Response Network"***

Where it is unclear whether a communication is indeed a complaint, we will endeavour to confirm this with you, in so far as we can. If the communication or comment is done anonymously, we may not be able to treat it as a complaint under this policy.

The following issues (this is not an exhaustive list) will be treated as complaints as they touch upon the TRN's purpose and values:

- Inappropriate/improper fundraising methods;
- Poor standards of service including accusations of professional incompetence/misconduct;
- Financial losses/waste;
- Current or non-current (historic) harm to children or vulnerable individuals (see the **Safeguarding Procedure**).
- Criminality within or involving TRN;
- TRN being deliberately used for significant private advantage
- Non-compliance with the TRN's own policies/procedures;
- Non-compliance with relevant laws and regulations.

Please note: under certain circumstances we may not be able to deal with/respond to a complaint including where:

· You have not identified yourself or provided your contact details;

· Your complaint is not about TRN;

· Your expression of the complaint is insufficiently clear;

· Your complaint has been sent to us and other organisations as part of a bulk mailing or email.

- A complaint raised by another party unless this relates to Children & Young People

However, TRN will still take complaints seriously and deal with them appropriately, including contacting you where we are able to, to discuss the matter further.

7. Sharing your compliments, comments & complaints with us

- Email: admin@turn2trn.org
- Mail: Attn: Feedback

  Trauma Response Network UK

  c/o Kingfisher House, Rownhams Lane, North Baddesley, Southampton, SO52 9LP

8 .Our process for dealing with complaints

Where a complaint has been submitted in accordance with section 5 of this policy, TRN will endeavour to acknowledge your complaint within 10 working days, explain the process that will be followed and when a decision will be made. During our Christmas and Summer break you will hear from us when we are back in January/September.

Following a thorough and fair investigation by us to establish the facts surrounding the complaint, we will always attempt to provide a full, written response within 20 working days. There may be occasions where this is not possible, and we will always notify you of this and advise you of the date by which you are likely to receive a response to your complaint against the TRN. During our Christmas and Summer break you will hear from us when we are back in January/September.

When notifying you of the outcome of our investigation and any follow up action taken, we will confirm to whom you should submit an appeal in the event that you wish to contest the outcome. An appeal must be submitted in writing within 15 working days from the date of the letter notifying you of the outcome and must satisfy one or more of the criteria in section 9 below.

9.Appealing our response

Any appeal must be made in writing and satisfy one or more of the following criteria:

· You have new, relevant information to present (which you have not previously submitted);

· We have failed to consider adequately or at all information you provided in connection with the complaint;

We will always attempt to provide a full response to your appeal within 20 working days. There may be occasions where this is not possible, and where this is the case, we will always advise you and notify you of a date by when you may receive a response. During our Christmas and Summer break you will hear from us when we are back in January/September.

Our outcome response, which will always be in writing, is final and there will be no further redress within the TRN. Listed in Section 11 below, however, are external organisations to whom you may refer.

10. Complaints against a member of the Board of Trustees

Complaints against a member of the Board of Trustees will be investigated as outlined below.

If your complaint relates to a member of the Board of the Trustees, it will be investigated by another member of the Board. Appeals will be investigated by the Chair of the Trustees.

11.Taking your complaint outside of the TRN

In the event that you remain dissatisfied with the response you have received, you are entitled to take your concerns to any relevant statutory body including, but not limited to:

The Charity Commission (England & Wales) https://www.gov.uk/complain-about-charity

The Fundraising Regulator http://www.fundraisingregulator.org.uk/make-a-complaint/complaints

The Advertising Standards Authority https://www.asa.org.uk/

The Information Commissioner's Office www.ico.org.uk

12. Legal Framework & Guidance

This Complaints Policy takes into account relevant legal requirements, regulations and guidance, including:

· The Children Acts 1989 and 2004;

· Working Together to Safeguard Children 2024;

· Statutory guidance relevant to the TRN issued by the TRN's regulators including the Charity Commission;

· The Fundraising Regulator's Code of Fundraising Practice, Fundraising Promise and Rulebooks for Face-to-Face Fundraising;

· Good Governance: a Code for the Voluntary and Community sector;

· Data Protection Act 2018;

· Charities (Protection and Social Investments) Act 2016.

13. Review process

This policy will be renewed annually. Approved 21/01/2026