

Complaints Policy

Durham Nightline makes every effort to ensure that the quality of the service offered is upheld to a high standard, but recognises there are times when things might go wrong. This Complaints Policy lays out how someone external to the service (for example, a caller, a trainee, or someone who has interacted with the service via social media or in-person events) can make a complaint about the service they have received, or any aspect about the way that the service is run. **Current volunteers should not follow this procedure**, and should instead refer to relevant internal processes.

All complaints made to Durham Nightline will be handled in line with our Confidentiality & Privacy Policy. A Privacy Notice is also available on our website.

Durham Nightline endeavours to respond to all complaints seriously, professionally, sensitively and use them as an opportunity to take on board feedback about how the service can be improved. We will not tolerate complaints of an abusive nature towards our volunteers.

Making a complaint

If you wish to make a complaint about Durham Nightline, whether that be the active listening service offered to you, the conduct of a volunteer, or about the way in which the service is run, you should follow one of the two available routes to you:

- Raise a complaint directly with Durham Nightline, or
- Raise a complaint with Durham Students' Union, our parent body.

Raising a complaint with Durham Nightline

Raising a complaint directly with Durham Nightline is likely to be the quickest and easiest method to resolve your complaint. If you wish to raise a complaint directly with us, you should ensure that your complaint contains the following information:

- Your name and contact details
- An outline of your complaint in your own words
- The impact that the issue you're complaining about has had on you
- What you think we could do to resolve your complaint

Despite the fact that we are an anonymous service, **we do not accept anonymous complaints**. This is to ensure that we can respond appropriately to your complaint.

Your complaint should be directed for the attention of the Coordinator(s), and sent confidentially via email to nightline.admin@durham.ac.uk.

Handling complaints

The Coordinator(s) will acknowledge receipt of your complaint within 7 days during term time.

The Coordinator(s) will treat all complaints confidentially, and information relating to your complaint, such as any volunteers implicated, will be kept strictly confidential from all volunteers, unless it is deemed necessary for the purposes of dealing with the complaint. Any incidences of unacceptable or unprofessional behaviour that meets the relevant criteria will be handled in line with our Discipline and Dismissal Policy.

The outcome of your complaint, as well as any action taken to address it, will be communicated to you via email by the Coordinator(s) within 28 days during term time, beginning from when the complaint was acknowledged.

If you are not satisfied with the outcome of your complaint, you should raise a complaint with Durham Students' Union.

Raising a complaint with Durham Students' Union

You may wish to raise a complaint directly with Durham Students' Union, our parent body. If you wish to do this, you should [follow their complaints procedure](#).