



**nswp** Global Network of Sex Work Projects  
Promoting Health and Human Rights

## Complaints Procedure

### 1. Scope and Purpose

NSWP aims to empower individuals to take the lead in making informed choices about their lives. As part of this commitment it has established a complaints procedure, the aim of which is to enable individuals and member organisations of NSWP to make complaints and suggestions for improvements. Informal complaints will be dealt with by the Global Coordinator unless the complaint is about the Global Coordinator.

### 2. Principles

The formal complaints procedure aims to resolve differences that may occur and is informed by the following principles:

- NSWP always tries to manage its limited resources to best affect.
- NSWP operates in a non-discriminatory and non-judgemental way.
- Complaints will be handled confidentially; anonymous complaints will not be considered or investigated.
- All complaints will be recorded and responded to within a set time. A complainant will receive a reply to their complaint within twenty-eight days.
- No individual will be involved in investigating a complaint relating to her/his behaviour.
- Organisations and individuals will have the right to respond to any complaint made against them.
- If a complainant wishes to challenge a decision made about an informal complaint, they may take the matter to a higher level within the organisation by raising a formal complaint, and will be given details of how to do so.
- The complaint procedure will be part of the process of monitoring the quality, effectiveness and non-discriminatory, non-judgmental nature of NSWP.
- The complaints and grievance procedures will be monitored by the Global Coordinator, who will report the number, type and outcomes of all complaints to the Board of Directors on a quarterly basis.
- Documentation and evidence must be presented with the complaint. Complaints received without supporting documentation and/or evidence will not be investigated.

**NSWP | 3 Queen Charlotte Lane (1F2) | Edinburgh EH6 6AY | Scotland UK**

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NSWP is a private not-for-profit limited company. Company No. SC349355

This complaints procedure is for member organisations and external parties. There is a separate grievance procedure for staff and consultants.

### 3. The Procedure

#### 3.1 Possible Causes for Complaint

- Have you been refused a service/support requested from NSWP?
- Do you feel dissatisfied with any service/support given by NSWP?
- Are you unhappy with the way you have been treated by any member of staff, member, member organisation or volunteer in NSWP?
- Do you wish to challenge a decision or statement made or action taken by NSWP?
- Have you any suggestion which you wish to make to help NSWP improve its practice?

**IF YOU ARE NOT SATISFIED THAT NSWP HAS DEALT WITH YOUR ENQUIRY PROPERLY WE WILL TAKE YOUR COMPLAINT SERIOUSLY.**

#### 3.2 Making a Complaint

You can make a complaint in one of the two following ways:

Either: informally with the Global Coordinator

Or: formally with the President of the NSWP Board of Directors

##### 3.2.1 Informal Complaints Procedure

If you have a complaint about any NSWP member, service or activity which you wish to be handled informally, you should contact:

**Global Coordinator, NSWP, 3 Queen Charlotte Lane (1F2), Edinburgh EH6 6AY, Scotland UK**

**Tel: +44 (0)131 553 2555**

**Email: [jules.kim@nswp.org](mailto:jules.kim@nswp.org)**

You will be asked to record your complaint on the form by the Global Coordinator and you will be asked to make a clear statement about the desired outcome of your complaint. The complaint and desired outcome will be put in writing in the Complaints Log.

1. The Global Coordinator will investigate your complaint and you will receive a written reply within twenty-eight days.
2. The actions taken by NSWP will be recorded in the Complaints Log.
3. If the actions taken and the reply are not satisfactory you may raise the complaint formally with the President of the Board of Directors.

##### 3.2.2 Formal Complaints Procedure

1. If you have a complaint about any NSWP member, service or activity which you wish to be handled formally, you can make use of the Complaints Form available from the project or write detailing the complaint and the desired outcome of the complaint to:  
**NSWP President [president@nswp.org](mailto:president@nswp.org)**
2. The President will decide, from the nature of the complaint, the most appropriate way to deal with your complaint, this may take the form of a small panel to investigate the complaint and report back to the President. The complaint, desired outcome and actions taken by NSWP will be recorded in the Complaints Log.
3. You will receive a written reply from the President within twenty-eight days.
4. The decision of the President will be final insofar as the organisation is concerned.

# COMPLAINTS FORM

You may use this form to make a complaint about NSWSP.

In order to process the complaint we will require the following information:

1. Your name (and name of member organisation, if appropriate)
2. An address/email address at which you can be contacted over the next twenty eight days so that we may keep you informed of the actions we intend taking.
3. A contact telephone number at which we will be able to contact you over the next twenty eight days if we require more information about your complaint.
4. Provide documentation or evidence to substantiate your complaint.

If you do not want to provide the above information we are still willing to take a note of your complaint and explore issues raised about NSWSP performance, however, we are unable to fully investigate anonymous complaints.

NAME:

ADDRESS:

TEL:

EMAIL:

DATE OF INCIDENT COMPLAINED OF:

DETAILS OF YOUR COMPLAINT:

Please continue on a separate page if more space is required.

WHAT WOULD YOU LIKE TO SEE HAPPEN AS A RESULT OF THIS COMPLAINT?

IT MAY BE NECESSARY TO ARRANGE A MEETING/TELEPHONE CALL TO ATTEMPT TO RESOLVE THE COMPLAINT, ARE THERE TIMES WHEN IT IS NOT CONVENIENT FOR YOU TO HAVE AN APPOINTMENT TO DISCUSS THIS MATTER FURTHER?

**IF YOU PROVIDE CONTACT DETAILS YOU WILL RECEIVE A WRITTEN REPLY TO THIS COMPLAINT  
WITHIN TWENTY EIGHT DAYS.**

**[www.nswp.org](http://www.nswp.org)**