

Al-Anon Family Groups UK & Eire Complaints Policy

This policy includes:

1. How to make a formal complaint.
2. The steps we will take in discussing, addressing and resolving complaints.
3. Our commitment to continuous improvement and to avoid complaints occurring.

The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength and hope in order to solve their common problems. We believe that Alcoholism is a family illness and that changed attitudes can aid recovery.

We anticipate that complaints may come from the following, but it is not an exhaustive list.

- Members of Al-Anon.
- Anyone who has attended an Al-Anon meeting but does not consider themselves a member.
- Members of the public who have a complaint about our social media presence.
- Individuals who come into contact with us through any commercial arrangement.
- Employed staff who should follow procedures laid down in their Staff Handbook should they have a complaint or concern.

Should anyone wish to complain about the fellowship as a whole, an individual member of staff, volunteer or trustee, then they should contact the General Secretary, in writing, giving full details of the complaint e.g. dates, who was involved, what happened and what they would like to happen to resolve the complaint.

Contact: complaints@al-anonuk.org.uk

On receiving the details of the complaint, the General Secretary will make enquiries of any other parties involved as part of a preliminary enquiry.

Hopefully, the complaint can be resolved by explanation (if a misunderstanding has occurred) or an apology if we have been at fault in some way.

Complaints against staff members which are upheld may result in action against the staff member as set out in our Disciplinary Policy in the Staff Handbook. Specific disciplinary action is confidential and will not be revealed to the complainant.

A written response to the complainant will be sent within 28 days of receiving the complaint. Should the response be unsatisfactory then an appeal can be made to the Chairperson of the General Service Board at complaints@al-anonuk.org.uk within 28 days of our initial response.

Complaints made directly to an Al-Anon Group meeting

Should members of an Al-Anon meeting receive a complaint either directly in person, by telephone or in writing they should:

In person or by telephone:

- Listen respectfully and hear what the person complaining has to say. Remember even angry or upset people may have a valid complaint.
- Acknowledge that they are upset and apologise if necessary, maybe an explanation will be enough to resolve the complaint.
- If they do not feel that their complaint has been resolved then refer them to the General Secretary, complaints@al-anonuk.org.uk at the General Service Office using the complaints procedure on page 1 and on the website <https://al-anonuk.org.uk/>.
- Make notes on what has happened and inform the General Secretary as soon as possible. Give as much detail as possible and include contact details of anyone involved, if available.

In writing:

Contact the General Secretary at GSO and forward the letter/email as soon as possible to complaints@al-anonuk.org.uk.

Learning from Complaints

The person making a complaint can be assured of confidentiality. However, the substance of the complaint and the actions taken to resolve the complaint may be communicated to staff, volunteers, trustees and members (when relevant) in order to learn from the event. If necessary, policies or procedures may be reviewed or training given as a result of a complaint.

Complaints are logged as significant events and kept on file for a period of ten years.

Revision History

The General Service Board (GSB) and Al-Anon Family Groups CLG will review this policy every three years.

Date approved or amended	Board
7 th February 2026	Chairperson, General Service Board (GSB)
1 st July 2026	Chairperson, Al-Anon Family Groups CLG