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...a formal complaints policy or to
...however, the Charity Commission's
...to the public and to others with an
...understandable. It also states that an
...and efficiency, and to learn new
...a charity's assessment of its
...will inform its planning processes

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the charity should assume overall responsibility for the procedure and its implementation. It should review that procedure and how it is working. If necessary, it should amend the procedures which implement its complaints policy.

SAMPLE

6. The Charity Commission's limited to issues that p beneficiaries, assets, servi on its website of what wo harm").) In view of the Com no "serious risk of signific concerned and *not* with the with the charity include its charity's trustees that are v service from a charity, em disputes where there are exhaustive list of matters v complaints procedure.
 7. The [Complaint Procedure \(small\)](#) in this Sub- folder are for use by anyo (employee or volunteer) who wishes to make a complaint to a cha be used by any other type of non- profit organisation if suitabl
 8. Complaints can be made t user of the charity's service supporter, fundraiser, mem other member of the public charity.
 9. A 'complaint' in both temp any aspect of the charity, v volunteer or trustee. Cha procedure which should be wish to raise a complaint.
 10. Whichever of these templ carefully what it should put practice. The template cho
 11. When deciding which of t whilst a larger charity is l charity is likely to want to technical difference betwe large in terms of numbers considers it more suitable charity may, if it considers
 12. Whilst our two template C charities to implement the complaints procedure, ea what is suitable for one m need to amend whichever t
- at complaints about charities is significant harm to a charity's Commission provides further detail of "serious risk of significant ment in complaints, where there is should be raised with the charity able, issues that should be taken up charity or decisions taken by the within charity law, instances of poor actual disputes, or internal charity trustees. However, this is not an dealt with by means of a charity's
- Procedure by any person who is a ivities, a client, beneficiary, donor, ber of the local community, or any anything done (or not done) by the
- expression of dissatisfaction about y anyone other than an employee, nteers should have a grievance of these Procedures) where they
- to adopt, it will need to consider organisation and how it will work in modified to suit the charity's needs.
- , a charity should be aware that, e "large" template, and a smaller , there is for present purposes no "l" charity. A charity which is quite teers or annual income may, if it small" template , and a quite small ds, use the "large" template.
- e drafted with the aim of helping commendation to maintain such a circumstances will be different – nother – and so each charity will e.