## Guidance

There is no legal requirement for adopt or operate a formal com guidance states that an effective interest in the charity in a way that effective charity always seeks to and better ways of delivering performance, and of the impact at and will influence its future direction

- 1. The Commission recomme (positive as well as chall interest in the charity a improvements could be ma
- 2. The Commission consequence publicised, effective and to charity and its activities, are appeals can be made and to the commission consequence of the comm
- To ensure that a charity's description recommended that where complaints procedure on the copy from the charity. The it, should be in a prominent
- 4. When a charity receives a received and produced in a handled sensitively, that information, and that relevant
- The board of trustees or more responsibility for the content of time the charmed is operating, to see if it is procedure and any accompliandling.

## rocedures

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

welcome and act upon feedback iaries and other people with an provides and the areas where

that charities should have wellealing with complaints about the nould explain how complaints and s and likely timescales.

vell-publicised and accessible, it is lould either place a copy of the now anybody can easily obtain a ion about how to obtain a copy of

ant to ensure that all information laint is treated as confidential and to know have access to that ements are all met.

the charity should assume overall rocedure and its implementation. review that procedure and how it necessary, it should amend the es which implement its complaints

- limited to issues that possible beneficiaries, assets, servion its website of what we harm".) In view of the Comno "serious risk of signific concerned and not with the with the charity include its charity's trustees that are viservice from a charity, emdisputes where there are exhaustive list of matters vicomplaints procedure.
- 7. The Complaint Procedur folder are for use by anyomake a complaint to a chaprofit organisation if suitable
- 8. Complaints can be made to user of the charity's service supporter, fundraiser, mem other member of the public charity.
- 9. A 'complaint' in both templ 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 chosen
- When deciding which of the whilst a larger charity is I charity is likely to want to technical difference between large in terms of numbers considers it more suitable charity may, if it considers it
- 12. Whilst our two template C charities to implement the complaints procedure, each what is suitable for one maneed to amend whichever to the complaints out the complaints of the complaints.

at complaints about charities is significant harm to a charity's commission provides further detail lory of "serious risk of significant ment in complaints, where there is should be raised with the charity ple, issues that should be taken up charity or decisions taken by the ithin charity law, instances of poor ctual disputes, or internal charity astees. However, this is not an dealt with by means of a charity's

t Procedure (small) in this Subbyee or volunteer) who wishes to be used by any other type of non-

Procedure by any person who is a ivities, a client, beneficiary, donor, per of the local community, or any nything done (or not done) by the

expression of dissatisfaction about y anyone other than an employee, inteers should have a grievance of these Procedures) where they

to adopt, it will need to consider organisation and how it will work in odified to suit the charity's needs.

, a charity should be aware that, a "large" template, and a smaller, there is for present purposes no I" charity. A charity which is quite teers or annual income may, if it mall" 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