

**COMPLAINTS PROCEDURE OF CHARITY>**

**Introduction**

We aim to maintain high standards of service and to ensure that things wrong, despite our best intentions, are corrected.

<<name of charity> views a complaint as well as a chance, to put things right for the person making the complaint. We will try to explore every reasonable option to resolve complaints by working with the complainant to reach an outcome which is satisfactory to both parties. We will describe the action we have taken to investigate the complaint, the findings of the investigation, and any action we have taken as a result of the complaint. We will ensure that all information received in connection with a complaint is treated as confidential and handled in accordance with the requirements of the Data Protection Act 1998. [All complaint information is passed to our trustees within [28] days of receipt.] The information below sets out our Complaint Procedure. A 'complaint' in this Procedure means a complaint of dissatisfaction in relation to <<name of charity> that requires a response. Complaints may come from [users of <<name of charity>'s activities] [clients] [fundraisers] [supporters] [member organisations] [or any other person or organisation who has a legitimate interest in <<name of charity>]. This Procedure is only for the above categories of complaints, not for complaints or grievances from [staff] [or] [volunteers]. Whilst complainants are generally expected to challenge any responses received, we will not deal with complaints or challenges where in the reasonable opinion of trustees they amount to

Generally, the purpose of this Complaint Procedure is to resolve disputes informally without resorting to formal investigation or arbitration. We will try to explore every reasonable option to resolve complaints by working with the complainant to reach an outcome which is satisfactory to both parties.

Whether your complaint is justified or not, we will describe the action we have taken to investigate the complaint, the findings of the investigation, and any action we have taken as a result of the complaint.

We will ensure that all information received in connection with a complaint is treated as confidential and handled in accordance with the requirements of the Data Protection Act 1998.

[All complaint information is passed to our trustees within [28] days of receipt.]

The information below sets out our Complaint Procedure.

**Complaint**

A 'complaint' in this Procedure means a complaint of dissatisfaction in relation to <<name of charity> that requires a response.

**Where complaints may come from**

Complaints may come from [users of <<name of charity>'s activities] [clients] [fundraisers] [supporters] [member organisations] [or any other person or organisation who has a legitimate interest in <<name of charity>].

**Complaints which cannot be dealt with by this Procedure**

This Procedure is only for the above categories of complaints, not for complaints or grievances from [staff] [or] [volunteers].

Whilst complainants are generally expected to challenge any responses received, we will not deal with complaints or challenges where in the reasonable opinion of trustees they amount to

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persistent, habitual or vexatious co

<<name of charity> expects any co  
aggressive, abusive or unreasonable

nd courteous. It will not tolerate  
s.

**How to make a complaint**

**First Stage**

If you have a complaint you can co

y phone, email, or letter.

To help us investigate and address  
information as possible. This shou

you to provide us with as much

- The [reason for][na
- Where and when w
- The name(s) of any
- What outcome you
- Your contact details

about happened  
e not obliged to resolve the  
e telephone number and/or email

Who you should contact within <<  
contact, and on who you wish to m  
can contact.

end on how you to decide to make  
We have indicated below who you

**Verbal complaints**

You can make a complaint by tele  
following ways, during office hours

us in person in any of the

If your complaint is about any men  
<<phone number>> and ask to sp  
[Chair of trustees]] [or] [[P.A to the  
complaint or, if they are not the ap  
appropriate person to speak to you  
speak) in person to the appropriate

trustee, you can phone us on  
[Charity Secretary] [[P.A. to the]  
y will either speak to you about the  
, they will arrange for the  
vely, you can speak (or arrange to  
plaint.\_

If you do not feel that you can app  
instead write to us as follows.

verbally for any reason, you can

**Complaints in writing**

If you would prefer to write to us, p

nt to us as follows:

Either by letter addressed as follow

The [Administrator][Charity Secret  
Executive]]

f trustees]] [[P.A to the][Chief

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<<name of charity>>  
<<address of charity>>

or by email to him/her at <<email a

Once that person has initially received the complaint, we will normally deal with it as follows:

Who the complaint is about investigate, deal with, and respond

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[Any member of staff (apart from the Chief Executive][or][any trustee]  
[the Chief Executive][or]  
[the Charity Secretary]),  
or any volunteer]

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[Chief Executive][or][Charity Secretary]  
[Any trustee]

[The Chair of trustees]

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**Timescales for all First Stage complaints** **one, in person or in writing.**

We will try to resolve the problem as quickly as possible. If we cannot do this (for example, if we need to investigate the complaint), we will acknowledge receipt of your complaint within the following timescale:

- By phone or in person: We will contact you on the same day if you phone us or contact us in person.
- By email, within [24 hours].
- By letter, within [five working days].

Our acknowledgement will inform you of the proposed resolution or update. It will also name the person dealing with your complaint. That person will then contact you either with a name of the person dealing with it and then respond to you with their definitive reply.

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You should receive that definitive reply within [five working days]. If this is not possible because, for example, an investigation has not yet started, a progress report will be sent with an indication of when a full reply will be sent.

**Second stage**

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If, for any reason, you are not happy with our response to your complaint under the First Stage procedure outlined above, you can ask for our attention as follows.

Please address a letter to:

<<contact title or name, e.g. Chair of trustees>>

Director/ [P.A to] Chief Executive/ [P.A.]

<<name of charity>>  
<<address of charity>>.

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Alternatively, please email <<contact title or name, e.g. Chair of trustees>> to Charity Secretary/Administrator/ [P.A.] Chair of trustees/ [P.A.] <<address>>.

Please set out clearly the details of your complaint and explain why you were not satisfied with our response under the First Stage. Please tell us what we can do to put things right.

The <<contact title or name, e.g. Chair of trustees>> will send you a reply within [5] working days and arrange for the Chair or Vice Chair of trustees to contact you for a definitive reply within a further [10] working days.

Director/ [P.A to] Chief Executive/ Administrator/ [P.A.] Chair of trustees/ [P.A.] will send you a reply within [5] working days and arrange for the Chair or Vice Chair of trustees to contact you for a definitive reply within a further [10] working days.

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**Third stage**

If you are still not satisfied with our response to your complaint, please inform <<contact title or name, e.g. Chair of trustees>> within 28 days of the date of the definitive reply we sent to you under the Second Stage. Please contact us as required for the Second Stage (as above).

If you are still not satisfied with our response to your complaint, please inform <<contact title or name, e.g. Chair of trustees>> within 28 days of the date of the definitive reply we sent to you under the Second Stage. Please contact us as required for the Second Stage (as above).

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Your case will then be passed to a further [three] trustees (not including any trustee about whom the complaint was made) who investigated and responded to you under the Second Stage. They will investigate your complaint and will contact you with their conclusions and recommendations.

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You can expect this to take a further [two] weeks from the date on which we receive your letter or email request to implement the recommendations.

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**Follow up**

In order for us to make improvements to <<name of charity>> we may wish to contact you within [a month] of the date that you were satisfied with our response. The information you give will only be used to make improvements to <<name of charity>> [and its [services] [activities]], we are being dealt with in order to check that the information you give will only be used to make improvements to <<name of charity>> [and its [services] [activities]].

In order for us to make improvements to <<name of charity>> we may wish to contact you within [a month] of the date that you were satisfied with our response. The information you give will only be used to make improvements to <<name of charity>> [and its [services] [activities]], we are being dealt with in order to check that the information you give will only be used to make improvements to <<name of charity>> [and its [services] [activities]].

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**Taking your complaint outside**

**The Fundraising Standards Board**

[If your complaint is about our fund response, you are entitled to take regulatory scheme that works to ensure so honestly and properly. As a member committed to abiding by any decisions Their contact details are:

Fundraising Standards Board, 65

Tel: 0333 321 8803

Email: [info@frsb.org.uk](mailto:info@frsb.org.uk)

Website: [www.frsb.org.uk/complai](http://www.frsb.org.uk/complai)

**Charity Commission**

If your complaint is about any [other work or activities], you may wish to that, before you do so, you consider the first instance rather than our when to direct complaints to a charity

Charity Commission Direct, PO Box

Tel: 0845 300 0218

Website:

[www.charitycommission.gov.uk/pu](http://www.charitycommission.gov.uk/pu)

and

[www.charitycommission.gov.uk/complaints/report-a-concern-about-a-charity](http://www.charitycommission.gov.uk/complaints/report-a-concern-about-a-charity)

**[Other Authorities]**

[The Charity Commission guidance:

- if you believe there is criminal
- if you suspect fraud connected to Fraud Online Reporting Service call 0300 123 2040
- if you have information about a charity should report it to the Anti-

[If a complaint relates to your personal Information Commissioner.]

[A complaint could be directed to a

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and you are not satisfied with our standards Board. This is the self-raising money from the public do Standards Board, we are complaints that are escalated to them.

, E1 6AA

the work [other than our fundraising Commission. However, we suggest to contact the Commission in as guidance on its website as to Commission. Their contact details are:

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[www.charitycommission.gov.uk/complaints/report-a-concern-about-a-charity](http://www.charitycommission.gov.uk/complaints/report-a-concern-about-a-charity)

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y, you should inform the police should report it using the Action [fraud.police.uk/report\\_fraud](http://fraud.police.uk/report_fraud) or

ity connected to a charity, you 789 321.]

appropriate to contact the Office of the

properly falls under its

jurisdiction or remit. For example, the Advertising Standard Authority (ASA) where appropriate or the Care Quality Commission (CQC) a complaint concerning the quality of social care provided by the charity.

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