



The Friends of All Saints' Church, Shillington

Registered Charity Number 1060329

Complaints Policy and Procedures

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Introduction

What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of The Friends' work.

Policy

The Friends of All Saints' Church, Shillington (The Friends) takes complaints very seriously.

Our Complaints Policy has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase supporter satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Procedures

Informal complaint

If an 'informal complaint' is addressed to a member of the Friends Committee, they should consider whether it can be resolved there and then, or if further investigation is required. If the complaint is demonstrably unfounded and/or based upon false information, the Committee member should seek to explain matters there and then. If the complainant is satisfied with the explanation, the Committee member should: -

- Inform the complainant that, should they reconsider the issue, or seek further information, they should contact us via our website, or ask a Committee member to send them a copy of this policy
- Raise the matter at the next committee meeting for further discussion

Formal complaint

If a committee member receives a more serious complaint, or an issue likely to lead to a complaint is brought to their attention they should: -

- Inform the complainant that the matter will be investigated
- Ask them if they would like a copy of this policy
- Inform them that copies are available via our website
- Bring the matter to the attention of the Chair of the Friends at the earliest possible opportunity

Recording of complaints

All complaints should be recorded in the minutes of the Committee's meetings. Information recorded should include: -

- The date and time the complaint was received
- A full account of the circumstances of the complaint

- Notes of what correspondence (in whatever format) has been sent and received
- A record of whether the complaint is resolved or ongoing
- What action has been taken to
 - Satisfy the complainant
 - Ensure no recurrence can occur

Actioning complaints

In instances of formal complaints, complainants should be sent a letter containing the information set out in the Appendix below.

Upon receipt of the formal complaint, the matter should be acknowledged within the timescale stated.

The recipient should contact the Chair at the earliest opportunity to convene a committee meeting.

The Committee should discuss the matter, decide upon action(s) and write to the complainant within the stated timescale.

Should there be any delays in the process, the complainant should be informed in good time.

Links to other policies

This policy is linked to the Friends' Bullying and Harassment, Conflicts of Interest and Social Media Policies.

Policy review

This Policy was agreed by the Committee of the Friends on 18 September 2024. It will be reviewed if any matters come to light requiring a change and/or triennially.

Date of review	Note of charges	Signed by the Chair
18.09.2024	First iteration	
30.09.2027		
20.09.2030		

Appendix: Letter to be sent to complainant

How to complain

The Friends of All Saints' Church, Shillington (The Friends) takes complaints very seriously and would like to resolve any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact The Friends via the contact page on our website: - <https://foas-shillington.org.uk/contact/> Alternatively, you can contact the Chair on 07922017051

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

*The Chairman
The Friends of All Saints' Church,
45 Church Street,
Shillington,
SG5 3LJ.*

What will we do on receiving your complaint?

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for us.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.

How long will it take to respond?

We endeavour to respond full and conclusively to all complaints within 10 working days.

You will receive acknowledgement of your complaint within 5 working days of receipt. You will be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

Whenever possible we will deal with it more quickly, if we think it will take longer, we will let you know.

If an in-depth investigation is required, we aim to provide a response within 20 working days.

Can you take your complaint elsewhere?

Yes. If your complaint relates to fundraising and we are unable to resolve it to your satisfaction, you can refer it to the **Fundraising Regulator** at the following address:

Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW . T: 0300 999 3407 or
E: complaints@fundraisingregulator.org.uk

Or if your complaint is related to another area of our work and you do not feel satisfied you can contact **The Charity Commission** at the address below.

Charity Commission

PO Box 211

Bootle

L20 7YX

0300 066 9197 , <https://www.gov.uk/government/organisations/charity-commission>