



## Sadie Bristow Foundation Complaints Procedure

**Sadie Bristow Foundation** aims to provide a high quality, professional service which meet your needs. Trustees will act to ensure that the charity works with integrity and fairness in all its dealings. We believe we achieve this, but if we are not getting it right please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at the Sadie Bristow Foundation knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

### **Definition of a Complaint**

A complaint is any formally-expressed case of expression of dissatisfaction, whether justified or not, about any aspect of the Sadie Bristow Foundation.

A difference of view on a policy matter is not considered a complaint.

### **Where Complaints Come From**

Complaints may come from members, volunteers, donors, sponsors or any person or organisation who has a legitimate interest in the Sadie Bristow Foundation.

A complaint can be received verbally, by phone, by e-mail or in writing.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## **Responsibility**

Overall responsibility for this policy and its implementation lies with the Trustees. The Trustees will act at all times with fairness and objectivity.

The Trustees will exercise their responsibility to defend the charity in the event of any vexatious complaints.

Trustees will, where necessary, take advice from the Charity Commission, CCVS, and any other appropriate bodies, at any stage of handling a complaint.

## **Review**

This policy is reviewed regularly and updated as required.

## **Contact Details for Complaints:**

Written complaints may be sent to: 24 The Crescent, Chartham, Kent, CT4 7PX or [info@sadiebristowfoundation.org.uk](mailto:info@sadiebristowfoundation.org.uk)

Verbal complaints may be made by phone to: 07595259236

or in person to any of the Sadie Bristow Foundation staff or trustees.

A record of complaints shall be maintained in a Complaints Log.

## **Receiving Complaints**

Complaints may arrive through the above channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to the Sadie Bristow Foundation
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by e-mail so that the complaint is recorded in the complainant's own words.

For complaint forms, see **Appendix 1**.

## **Resolving Complaints**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Trustees within one week. The complaint will then be logged in the Complaints Log and if the complaint has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints, procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent within four weeks with an indication of when a full reply will be given. Additional updates will be sent each four weeks (or less) during the investigation as required.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

## **Unresolved Complaints**

The complainant retains their right to complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: <https://www.gov.uk/government/publications/complaints-about-charities>

## **Variation of the Complaints Procedure**

The Trustees may vary the procedure where there is good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review. Replies to the complainant should describe any variation from this procedure, together with the reason why.

## **Monitoring and Learning from Complaints**

The Complaint Log is reviewed annually to identify any trends which may indicate a need to take further action.

## Customer Complaint Form

Customer Information	
Customer Name:	Customer Phone:
Customer Address:	Contact Name:
Invoice Number:	Contact Position:

Complaint Information	
Complaint Date:	Complaint Taken By:
Complaint Details:	
First Response Corrective Action:	
Suspected Cause:	
Corrective Action Person(s):	
What steps should be considered to avoid a repeat of the problem:	
Date:	

\_\_\_\_\_  
Name of the person completing this form

\_\_\_\_\_  
Signature

## Employee Complaint Form

The Sadie Bristow Foundation takes employee complaints of discrimination, harassment and unethical and unfair conduct as serious matters. So that we may thoroughly investigate your concern, you are requested to fill out this form as completely as possible. Please use additional sheets of paper where needed. After a prompt and thorough investigation into your complaint, you will be notified of our intended action.

Employee Information	
<b>Name:</b>	<b>Phone:</b>
<b>Address:</b>	<b>Position:</b>

Complaint Information
Please describe in as much detail as possible the nature of your complaint. Please provide or identify all known persons, documents and witnesses to your concerns.
Please describe how the actions you complain about have affected your ability to perform your job:
Please describe any positive solutions you believe can help resolve your complaint:
Please provide any additional comments you wish the Sadie Bristow Foundation to consider when investigating your complaint:

I declare that the facts set forth in this complaint form are true and accurate.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date