

# COMPLAINTS PROCEDURE OF GUARDIAN ANGELS UK

## **Introduction**

We aim to maintain high standards in all that we do but recognise that we can sometimes get things wrong, despite our best intentions.

Guardian Angels UK views a complaint as an opportunity, as well as a chance, to put things right for the person making the complaint, and to improve the benefits that Guardian Angels UK. We would not be able to do so or learn for the future if we did not receive feedback when things go wrong. Therefore we value and take seriously any feedback we receive.

Generally, the purpose of this Complaints Procedure is to resolve disputes informally without resorting to formal investigation or legal proceedings. We will try to explore every reasonable option to resolve complaints by working with the person making the complaint to agree an outcome which is satisfactory to them and Guardian Angels UK.

Whether your complaint is justified or not, our reply to you will describe the action we have taken to investigate the complaint, conclusions we have reached as a result of the investigation, and any action we have taken or are taking as a result of your complaint.

We will ensure that all information received and produced in connection with a complaint is treated as confidential and handled sensitively, that only those who need to know have access to that information, and that relevant data protection requirements are all met.

All complaint information is passed promptly to our Chair of trustees and he/she reports on them to our trustees within 28 days.

The information below sets out our Complaints Procedure.

## **Complaint**

A 'complaint' in this Procedure means any expression of dissatisfaction in relation to Guardian Angels UK that requires a response from Guardian Angels UK.

## **Where complaints may come from**

Complaints may come from those involved in Guardian Angels UK activities, beneficiaries, members, fundraisers, volunteers and members of the local community or any other person or organisation who has a legitimate interest in Guardian Angels UK.

## **Complaints which cannot be dealt with under this Procedure**

This Procedure is only for the above type of external complaint, not for complaints or grievances from staff or volunteers or trustees.

Whilst complainants are generally entitled to receive responses to a complaint and to challenge any responses received from Guardian Angels UK, it will not deal with complaints or challenges where in the reasonable opinion of the Chair of trustees they amount to persistent, habitual or vexatious complaints or challenges.

Guardian Angels UK expects any complainant to be polite and courteous. It will not tolerate

aggressive, abusive or unreasonable behaviour or demands.

## **How to make a complaint**

### **First Stage**

If you have a complaint you can contact us in person or by phone, email, or letter.

To help us investigate and address all complaints, we ask you to provide us with as much information as possible. This should cover:

- The reason for your complaint
- Where and when what you are complaining about happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for (but we are not obliged to resolve the complaint in that way)
- Your contact details (name, address, daytime telephone number and/or email address)

Who you should contact within Guardian Angels UK will depend on how you to decide to make contact, and on who you wish to make a complaint about. We have indicated below who you can contact.

### **Verbal complaints**

You can make a complaint by telephone or by speaking to us in person in any of the following ways, during office hours.

If your complaint is about any member of staff, volunteer or trustee, you can phone us on 07877635387 and ask to speak to our Chair of trustees. They will either speak to you about the complaint or, if they are not the appropriate person to do so, they will arrange for the appropriate person to speak to you on the phone. Alternatively, you can speak (or arrange to speak) in person to the appropriate person about your complaint.

If you do not feel that you can approach any of the above verbally for any reason, you can instead write to us as follows.

### **Complaints in writing**

If you would prefer to write to us, please send your complaint to us as follows:

by email addressed to our Chair of Trustees at [amy.donnelly@gauk.org.uk](mailto:amy.donnelly@gauk.org.uk)

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

Who the complaint is about

Who will investigate, deal with, and respond to you about it.

Any member of staff  
or any volunteer

Any trustee

Any trustee

Chair of trustees

The Chair of trustees

The Vice Chair of trustees

**Timescales for all First Stage complaints made by phone, in person or in writing.**

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

- By phone or in person, either immediately or on the same day if you phone us or contact us in person
- By email, within 24 hours if you contact us by email

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

You should receive that definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

**Second stage**

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

Please email our Chair of Trustees – amy.donnelly@gauk.org.uk

Please set out clearly the details of the complaint, explaining why you were not satisfied with our response under the First Stage and what you would like us to do to put things right.

The Chair of Trustees will send an acknowledgment within 5 working days and arrange for the Chair or Vice Chair of trustees to investigate your complaint and respond with a definitive reply within a further 10 working days.

### **Third stage**

If you are still not satisfied with our response and wish to take your complaint further, please inform our Chair of Trustees within 28 days of receiving the definitive reply we sent to you under the Second Stage. Please contact her by letter or email as required for the Second Stage (as above).

Your case will then be passed to a panel of at least two trustees (not including any trustee about whom the complaint was made or the trustee who investigated and responded to you under the Second Stage. The panel will further investigate your complaint and will contact you with their conclusions and any actions to be taken.

You can expect this to take a further 10 working days from the date on which we receive your letter or email request to implement the Third Stage.

### **Follow up**

In order for us to make improvements to Guardian Angels UK and its activities, we may wish to contact you within a month of your complaint being dealt with in order to check that you were satisfied with our resolution. Any information you give will only be used to make improvements to Guardian Angels UK and its activities.

### **Taking your complaint outside of Guardian Angels UK**

#### **The Fundraising Standards Board**

[If your complaint is about our fundraising work or activities and you are not satisfied with our response, you are entitled to take it to the Fundraising Standards Board. This is the self-regulatory scheme that works to ensure that organisations raising money from the public do so honestly and properly. As a member of the Fundraising Standards Board, we are committed to abiding by any decision they reach on complaints that are escalated to them. Their contact details are:

Fundraising Standards Board, 65 Brushfield Street, London, E1 6AA

Tel: 0333 321 8803

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

Website: [www.frsb.org.uk/complaints/make-a-complaint](http://www.frsb.org.uk/complaints/make-a-complaint)

## **Charity Commission**

If your complaint is about any other aspect of our charitable work other than our fundraising work or activities, you may wish to contact the Charity Commission. However, we suggest that, before you do so, you consider whether it is appropriate to contact the Commission in the first instance rather than ourselves. The Commission has guidance on its website as to when to direct complaints to a charity and not to the Commission. Their contact details are:

Charity Commission Direct, PO Box 1227, Liverpool, L69 3UG

Tel: 0845 300 0218

Website:

[www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx)

and

[www.charitycommission.gov.uk/contact-us/general-enquiries/report-a-concern-about-a-charity](http://www.charitycommission.gov.uk/contact-us/general-enquiries/report-a-concern-about-a-charity)

## **[Other Authorities]**

[The Charity Commission guidance to the public states that:

- if you believe there is criminal activity within a charity, you should inform the police
- if you suspect fraud connected to a charity, you should report it using the Action Fraud Online Reporting Service at [http://www.actionfraud.police.uk/report\\_fraud](http://www.actionfraud.police.uk/report_fraud) or call 0300 123 2040
- if you have information about possible terrorist activity connected to a charity, you should report it to the Anti-terrorist Hotline on 0800 789 321.]

If a complaint relates to your personal data, it may be appropriate to contact the Office of the Information Commissioner.

A complaint could be directed to another regulator where it properly falls under its jurisdiction or remit. For example, a complaint could be made to the Advertising Standard Authority (ASA) where appropriate. If a charity is registered with the Care Quality Commission (CQC) a complaint could be made to the CQC where the complaint relates to social care provided by the charity.