



FND Hope UK

Complaints Policy and Procedure

FND Hope UK views complaints as an opportunity to learn and improve its services and operations for the future and a means to correct matters.

FND Hope UK embraces a robust philosophy of abiding by all relevant legislation in force that regulates all aspects of the work or services of FND Hope UK, including any fundraising and advocacy activity, the behaviour of our Volunteers and members. Our work is able to survive and depends on the good reputation of the Charity and the open and transparent acts of its Volunteers and members.

This Complaints Policy and Procedure includes a Complaints Form (*Appendix A*) for someone formally to submit a concern to FND Hope UK and sets out the procedure that we will follow to resolve it.

1 Overview

A 'Complaint' is any expression of dissatisfaction, whether or not justified about any aspect of the work or services of FND Hope UK, including any fund raising and advocacy activity in the UK.

FND Hope UK aims to provide its members and service users with services to the highest standards. However, we recognise that from time to time, through circumstances or human failing there may be occasions when someone feels that the quality or level of service fell short of what reasonably could have been expected.

FND Hope UK hopes informally to resolve day to day differences as swiftly as we may. Our services continually can improve only by our listening and responding to the views of our service users and members of the public. Many issues arise simply from misunderstanding and a Complaint may be avoided if there is open communication between FND Hope UK and others. In the first instance we would expect someone with a concern to raise it directly with the FND Hope UK member with whom they have contact. If this informal approach fails a more formal procedure, set out below, is in place is available for someone to raise the profile of the problem.

Dated: 25 September 2019

FND Hope UK a Charity Registered in England and Wales under No, 1173607 and in Scotland under No. SC04833

2 Complaint Policy aims and constraints

2.1 FND Hope UK aims to ensure that:

- Our procedure for making a Complaint as fair, simple, straightforward and as transparent as possible;
- We make our Complaints Procedure known and available so that people can contact us to make a Complaint;
- All Complaints are dealt with appropriately and within an agreed period;
- We treat any Complaint as an expression of dissatisfaction with our service or our organisation, that must be addressed;
- We will respond appropriately, such as by providing an explanation or an apology if we got something wrong, giving information about any remedial or other action taken, if appropriate;
- Where practical, someone who complains will receive assistance so that they are represented without inequality. Further guidance on this is available from the UK Charity Commission; and
- If we learn of an error or omission or an area where FND Hope UK may have fallen below our expected standard of behaviour, this will be used to improve our practises, practices or procedures or to amend or develop our policies and avoid a recurrence.

2.2 The Executive Director will monitor the implementation of this policy, collect information about procedural or policy improvements and will report all Complaints and outcomes to the FND Hope UK Board of Trustees on a regular basis. All FND Hope UK Volunteers, including Trustees and Board Members, will receive training to apply this Policy including implementing necessary changes.

2.3 All Complaints will be treated as confidential by FND Hope UK unless the concern is about safeguarding any person or alleges serious criminal activity. In this case FND Hope UK properly will escalate the Complaint to the relevant authority. Due to the nature of the Procedure the complainant's identity will be made known to the Executive Director and Board of Trustees.

2.4 FND Hope UK has the right and discretion to refuse any Complaint where the material or approach clearly is vexatious, malicious or motivated by a discriminatory or inappropriate motive including any racist, sexist, homophobic or displaying any other discriminatory attitude, or where the Complaint threatens or abuses FND Hope UK Volunteers, verbally or in writing. In this context 'vexatious' means a persistent Complaint or demand made after FND Hope UK has made all reasonable attempts to resolve the concerns. Any decision to refuse to accommodate a Complaint will be taken by the Executive Director under advisement of the FND Hope UK Legal Advisor and its Board of Trustees as necessary.

2.5 This Policy does not cover concerns raised by FND Hope UK's Volunteers, who have internal Complaints, Whistleblowing and other Policies.

3 Complaint procedure

3.1 This is what you should do:

If you have a Complaint that has not been resolved informally, you should complete the FND Hope UK [Complaints Form](#) on our website including all relevant details.

You can also contact us about your complaint in the following ways:

- By email: fndhopeuk@fndhope.org and marked '*confidential*'.
- By Post: Executive Director, FND Hope UK, 21 Chetwode, Banbury, OX16 1QN.

In either case, FND Hope UK will investigate your complaint and we aim to get back to you with a resolution within twenty (20) working days.

If your Complaint is about the FND Hope UK Executive Director, the Complaints Form will be directed to the FND Hope UK Chair.

If your Complaint involves a breach or misuse of personal data, the Complaint will be emailed to both the FND Hope UK's Data Protection Director and to the Legal Advisor, FND Hope International.

If your Complaint involves a concern about a Fundraising Complaint, this will also be copied to the Legal Advisor, FND Hope International.

All contact details are set out in Appendix B

3.2 This is what FND Hope UK will do:

The Executive Director will investigate the circumstances leading to the Complaint, or if appropriate, transfer ownership of the investigation to the FND Hope UK Chair.

The results of the investigation will be communicated to you within a reasonable time – normally within twenty (20) working days of receipt of the Complaint. If your Complaint is found to be justified, the Executive Director (or Chair) will consult and agree with you any necessary further action. If the Complaint is not proven or no action is to be taken, the reason for this will be explained to you.

The Executive Director will have responsibility to take any action necessary and may also invoke any disciplinary action required against a Volunteer.

If at any stage you are invited to discuss the Complaint with the Executive Director or other person within FND Hope UK, in person or via a video link, you may be accompanied or supported by a friend, but not by a legal representative.

3.3 After the investigation:

If you are dissatisfied with the investigation or any remedial action proposed, you may escalate your Complaint in writing, to an appeal panel of two FND Hope UK Board members who will investigate your Complaint again. If the appeal is found to be justified the appeal panel will agree any further action necessary with you. The appeal panel's decision is final and you cannot appeal further.

3.4 Fundraising and Your General Legal rights:

If your Complaint involves fundraising such as how you've been asked for donations or how we have conducted fundraising, you may complain to the UK Fundraising Regulator via their website is <https://www.fundraisingregulator.org.uk/complaints>.

As FND Hope UK is a charity registered in both England & Wales and in Scotland you can complain at any time to either the Charity Commissioner or the Scottish Charity Regulator. Details about where they can involve themselves may be found on their websites at, respectively, <https://www.gov.uk/complain-about-charity> or <http://www.oscr.org.uk/charities/raise-a-concern-about-a-charity>

Appendix A - Complaint Form for FND Hope UK

Current date:

Person the subject of the Complaint (if known):

[type here]

[type here]

Your name:

[type here]

Your email address:

Your phone number:

[type here]

[type here]

Your physical address:

[type here]

Your mailing address (if different):

[type here]

Description of the Complaint:

[type here or attach a description in a separate document]

Evidence to Support the Complaint (this must include names, dates and material evidence such as screenshots of posts or private messages, emails and so on.) If no such physical evidence is available, please describe the full circumstances on which your Complaint is based.

[type here or attach separate documents or file/s]

Email form to the Executive Director at fndhopeuk@fndhope.org with the subject being: Complaint.

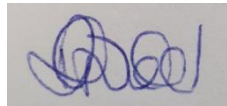
If your Complaint involves a breach or misuse of personal data, the concern should be copied to both the FND Hope UK's Data Protection Director and to FND Hope International's Legal Advisor. If your Complaint involves a concern about a Fundraising Complaint, this should also be copied to the Legal Advisor, FND Hope International.

Please retain a copy of this document for your records.

Appendix B - FND Hope Contact details

Name	Title	Email Address
Dawn Golder	Executive Director, FND Hope UK	dawn@fndhope.org
Matt Birtwistle	Chair, FND Hope UK	matt@fndhope.org
Louyse McConnell-Trevillion	Data Protection Director	lou@fndhope.org
Robert Wilson Thomas	Legal Advisor, FND Hope International	robert@fndhope.org

Version History

Signature of Chair/Executive Director:	
Date of signature/ratification of policy (or the date this policy was adopted by the committee)	02.10.2019
Date that next review is due	02.10.2020
Date policy reviewed	
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