



COMPLAINTS POLICY AND PROCEDURE

The Charity recognises and acknowledges any expression of dissatisfaction as a potential complaint whether it comes in person or by telephone, letter, fax or email. It does not regard complaints negatively but more as a means of monitoring and improving performance and gauging public perception. To demonstrate the Charity's commitment to its standard of care for donors and stakeholders, we are members of the Fundraising Standards Board and of the Association of NHS Charities.

Our Charity's Complaints Coordinators:

For General or Financial Complaints: **Director**

For Fundraising Complaints: **Fundraising Manager**

Both can be contacted at:

Above & Beyond Charities
The Abbot's House
Blackfriars
Bristol BS1 2NZ

Telephone: 0117 927 7120

or via email at info@aboveandbeyond.org.uk

Our Complaints Process:

A central record of all complaints will be kept by the Complaints Coordinators. All complaints will be acknowledged in writing within five working days of receipt.

Stage 1: If our users have any concerns they should approach staff as soon as possible who will try to resolve any complaint or concerns at the point of contact – ideally by the member of staff receiving the complaint.

Stage 2: If the complainant remains dissatisfied, then a report will be passed to the relevant complaints coordinator to investigate further. All complaints will be investigated within two months of receipt of the complaint. If the complaint relates to the breaking of a particular code, then the complainant will be provided with the relevant code for reference.

Stage 3: If the complainant remains dissatisfied, a report will be passed to a Panel of at least two Trustees for consideration; the complainant will have the right to appear, accompanied by a friend who is not in a legal capacity. The decision of the Panel will be communicated, in writing, to the complainant within five working days advising of the Panel's conclusions and resolutions.

Stage 4: If the complainant remains dissatisfied, then they will have two months from receipt of the Charity's response to request that the matter be passed to either the Fundraising Standards Board or the Charity Commission where it will be investigated by an independent body following their individual organisations' code of conduct. (*Available on request*)

We will ask the complainant, at the earliest possible stage, what they would like the outcome to be. If their complaint succeeds and it is not possible or appropriate to provide the desired outcome then a seemingly proportionate outcome could be offered.

Options of redress:

- A commitment to try to prevent whatever went wrong from recurring
- Provide tangible evidence of work done to achieve this, eg, an invitation to a key event
- Send a letter of apology and appreciation from a senior person in the Charity
- Rectify the problem where possible

This procedure will be reviewed regularly every two years whether or not complaints have been received since the last review. If complaints have been received since the last review then the procedure will be reviewed in the light of issues arising from how it worked.

September 2006
Review September 2008