

COMPLAINTS

1. PURPOSE

- 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 Action For Kids Charitable Trust (my AFK) 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.

2. SCOPE

All complaints or expressions of dissatisfaction with my AFK other than from employees who are covered separately (see Employee Handbook).

3. POLICY STATEMENT

my AFK views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person, or organisation that has made the complaint.

Complaints received from donors in connection with my AFK fund raising activities will be addressed according to Fund Raising Standards Board (FRSB) guidelines.

4. DEFINITION OF COMPLAINT

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of my AFK. The charity makes a distinction between a complaint and negative feedback. The former is an expression of criticism and the latter is an expression of opinion intended to inform and improve.

5. WHERE COMPLAINTS COME FROM

Complaints may come from service users, service users' families, schools, colleges, donors, applicants for mobility equipment, and any person or organisation who has a legitimate interest in my AFK. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use my AFK policies and procedures for Discipline and Grievance, Whistle Blowing or Dignity at Work.

6. PROCEDURE

6.1 Complaints from Service Users

my AFK recognises that complaints from young people may be given informally and in a variety of methods.

All complaints will be taken seriously and passed to Service Delivery managers and the Executive Director of Services.

'How to complain' will be discussed with young people as part of induction. There will also be regular opportunities for young people to share their views on my AFK and the programmes they attend.

This policy will be available on the website and in hard copy in a folder at reception to ensure accessibility.

- Staff may receive complaints via teachers or support workers or directly from young people themselves.
- All complaints relating to Service Delivery must be passed to the Executive Director of Services who will carry out an investigation. If she is absent or the complaint is about the Executive Director then the complaint must be passed to another member of SMT.
- The staff member receiving the complaint should explain this process and service users and other stakeholders should be offered an option of complaining directly to one of the senior managers.
- A record of the complaint will be kept with the Director of Services and records of complaint shared periodically with the Senior Management team.
- Having investigated the complaint, a senior or relevant manager will meet with the service user to agree how it is to be resolved.
- Other intermediaries (e.g. teachers, support workers) will be informed of the outcome.
- Complaints from service users will be dealt with within 7 days.
- Details of the outcome should be recorded and shared periodically with Senior Management Team.

6.2 Complaints related to fundraising

See Appendix 1

6.3 Other Complaints

- Whoever receives the complaint should record contact details and brief outline of complaint and inform the complainant that the appropriate manager will contact them within 48 hours.
- Details to be passed to appropriate manager who should contact complainant asap and within 48 hours.
- Details should also be sent to the Finance Director who maintains a central record.
- The Manager should assess the severity or urgency, and pass details to the appropriate Director where necessary.
- The Director or Manager will investigate the complaint and contact the complainant with an appropriate response.
- The complainant should be involved in agreeing that issues have been resolved.
- Where a complainant is not satisfied, alternatives, including a face to face meeting, should be offered.
- Details of the resolution should be recorded and passed to the Finance Director.

7. CONFIDENTIALITY

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

8. RECORDING AND MONITORING

my AFK will maintain a centralised record of all complaints received and details of the resolution. The complaints register will be monitored quarterly by the senior management team to ensure procedures are working effectively and to identify any issues that may be indicated by the type of complaint received.

Appendix 1

Complaints Procedure for Fundraising Team

Complaints will come in through three main channels. Here is how my AFK will respond ideally to each one.

By telephone

When notified by reception of a complaint, take the call as soon as possible once the receptionist has given you all relevant information. Nobody wants to be kept waiting if they're complaining, neither do they want to repeat themselves.

Listen to their complaint and write down any relevant details. Please remember that we will need their name, address, and a contact number should we wish to get back to them, and to take these details.

If it sounds as though my AFK has made an error, please apologise for this possibility. Reassure the complainant that we do our best to investigate every complaint and thank them for bringing this to our attention. With the help of people letting us know where we're getting it wrong, we can get it right in future. If the caller would like a written response, we can send them one.

Take the details of the call and enter them into the spreadsheet - [Y:\FUNDRAISING COMPLAINTS](#)

Please make a note of any necessary CARE suppressions on their CARE record. Please review the call using our Call Review Software at <http://cr.voicenet-solutions.com/>.

If we have a copy of the call, please enter all details possible using the prompts provided in the Complaints spreadsheet.

This will be reviewed over time by the Fundraising Director, who will discuss justified complaints with the canvasser concerned and take necessary action.

If the complainant requested a response, please save a copy of the response into the folder [Y:\Direct Marketing\Raffle Complaints & Support Service Letters](#). This will help us to track our communications with our donors.

If the caller notifies you of a particularly toxic complaint or that my AFK has broken the law (such as swearing at someone or sending tickets to a ten-year-old) then please escalate the complaint to either the Individual Giving Manager or the Fundraising Director.

If any call relates to GDPR, either a violation or a request to be forgotten, please inform the Finance & Corporate Services Director as well as the Individual Giving Manager.

By post

Some people will write to us to complain about a call that they received or an appeal we have sent out. This will be passed to you by a Fundraising Assistant either processing the post or the tickets.

Take the details of the complaint and enter them into the spreadsheet [Y:\FUNDRAISING COMPLAINTS](#)

Please make a note of any necessary CARE suppressions on their CARE record.

If it was relating to a call, please review the call using our Call Review Software at <http://cr.voicenet-solutions.com/>.

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Please send a response to the complainant on the day that it is received, unless they have specifically asked for no further contact.

Save a copy of the response into the folder [Y:\Direct Marketing\Raffle Complaints & Support Service Letters](#). This will help us to track our communications with our donors.

If the caller notifies you of a particularly toxic complaint or that my AFK has broken the law (such as swearing at someone or sending tickets to a ten-year-old) then please escalate the complaint to either the Individual Giving Manager or the Fundraising Director.

If any letter relates to GDPR, either a violation or a request to be forgotten, please inform the Finance & Corporate Services Director as well as the Individual Giving Manager.

By email

We will occasionally receive complaints through our email system to the "Info" email address. These will be passed through every couple of days as they're picked up. Please ensure that the info@my-afk.org mailbox is checked and actioned at least every 2 days.

If it sounds as though my AFK has made an error, please apologise for this possibility. Reassure the complainant that we do our best to investigate every complaint and thank them for bringing this to our attention. With the help of people letting us know where we're getting it wrong, we can get it right in future.

Take the details of the call and enter them into the spreadsheet [Y:\FUNDRAISING COMPLAINTS](#)

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Save a copy of the response into the folder [Y:\Direct Marketing\Raffle Complaints & Support Service Letters](#). This will help us to track our communications with our donors.

If the email refers to a particularly toxic complaint or that my AFK has broken the law (such as swearing at someone or sending tickets to a ten-year-old) then please escalate the complaint to either the Individual Giving Manager or the Fundraising Director.

Total numbers of complaints will be tracked and monitored by the Individual Giving Manager, to spot trends and systemic problems.

[Y:\Direct Marketing\RAFFLE\Complaints\Number of Complaints.xlsx](#)