

COMPLAINTS PROCEDURE

**1. Introduction**

William Bendlowe is committed to delivering a high standard of service to all stakeholders, including beneficiaries, donors, volunteers, and the wider community. We value feedback and regard it as an essential part of our commitment to continuous improvement. This document outlines our complaints procedure, aimed at ensuring that any complaints are handled promptly, fairly, and transparently in accordance with the guidance provided by the Charity Commission and the Information Commissioner's Office.

**2. Definition of a Complaint**

A complaint is defined as any expression of dissatisfaction, whether justified or not, regarding the services we provide, the conduct of our staff or volunteers, or any aspect of our operations.

**3. Purpose of the Procedure**

The purpose of this complaints procedure is to:

- Ensure the effective management and resolution of complaints.
- Allow stakeholders to express their concerns easily.
- Enhance the quality of our services through constructive feedback.
- Ensure compliance with applicable laws and regulations.

**4. Who Can Complain?**

Any individual or organisation that has a legitimate interest in our operations may lodge a complaint, including beneficiaries, donors, volunteers, and members of the public.

**5. How to Make a Complaint**

Complaints may be submitted in writing or verbally. The following steps outline how a complaint can be made:

**Step 1: Initial Contact**

- Reach out to us via email at [www.bendlowe.co.uk](http://www.bendlowe.co.uk) or call us at 07850 264518. Complaints can also be delivered in person or sent via post to William Bendlowe Charity, c/o Farthings, Water Lane, Jaspers Green, Shalford, CM7 5BB.
- **Step 2: Complaint Submission**
- When submitting a complaint, please provide specific details, including your name (or anonymity if preferred), contact information, the nature of the complaint, relevant dates, and any supporting documentation.

**6. Acknowledgment of Complaints**

Upon receiving a complaint, we will acknowledge it within five working days, confirming that the complaint has been received and is under review. We will inform you of the name and position of the person responsible for investigating your complaint.

**7. Investigation**

The designated Complaints Officer will conduct a thorough investigation of the complaint, which may involve:

- Reviewing relevant documents.
- Interviewing witnesses or staff members.
- Consulting with you for further clarification if necessary.

The investigation will be carried out impartially and promptly, ensuring that all parties are treated fairly.

**8. Response Timing**

We aim to provide a full response to complaints within 28 working days. If more time is required, we will inform you of the reasons for the delay and provide a revised timeline.

**9. Outcome**

After the investigation is complete, we will communicate the outcome in writing. This response will include:

- A summary of the complaint.

- Findings from the investigation.
- Any actions we intend to take in response to the complaint.
- An invitation for you to discuss the outcome with us should you wish.

## **10. Review of Complaints**

If you are dissatisfied with the outcome, you may request a review of the decision. To do so:

- Submit your request for a review within 14 days of receipt of our response.
- Provide reasons for your dissatisfaction and any additional information you feel is necessary.

The review will be conducted by a senior member of our team who was not involved in the original investigation. We aim to provide a response to the review within 14 working days.

## **11. Escalation**

Should you remain dissatisfied after the internal review process, you have the right to escalate the matter to the Charity Commission or the Information Commissioner's Office, depending on the nature of your complaint.

## **12. Confidentiality**

We treat all complaints confidentially and will only disclose the details of your complaint to individuals directly involved in its resolution unless required by law.

## **13. Monitoring and Improvement**

We will monitor complaints received as part of our commitment to improving our services. A summary of complaints and any actions taken will be reviewed regularly by our management team.

## **14. Conclusion**

We value your input and are dedicated to ensuring a transparent, fair, and effective complaints process. We encourage all feedback to help us improve and serve our community better. For any further inquiries regarding this procedure, please contact us at [www.bendlowe.co.uk](http://www.bendlowe.co.uk) or 07850 264518.

Thank you for your engagement with William Bendlowe Charity. Your concerns are important to us.