



...building a brighter future for children with Down Syndrome

## COMPLAINTS POLICY

### Our Commitment to you

We are committed to giving you the best service we can by:

- Providing good quality service
- Communicating effectively
- Acting fairly and impartially
- Regularly evaluating our service

### How to complain

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. If you want to complain we will ensure that your complaint is treated seriously, is handled without bias or discrimination and that your confidentiality is respected. You can provide your feedback by phone on 01482 420160, by email [enquiries@downrightspecial.co.uk](mailto:enquiries@downrightspecial.co.uk) or you can write to the following address:

**Complaints Coordinator**  
**The Downright Special Network**  
**Bodmin Road Church Office**  
**Padstow Close**  
**Hull HU11 4HE**

Please set out exactly what you think has gone wrong and what you think we should do to put it right. **We ask that you raise your complaint within 3 months of the event.**

### How we will deal with your complaint

We want to help to resolve your complaint as quickly as possible. We will acknowledge and provide an initial response to your feedback within **10 working days** of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within **20 working days**. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If we find that we have made a mistake, or not dealt with you properly, we will do what we can to put things right. This may involve:

- Apologising



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**Downright Special Network**  
Bodmin Road Church Office, Padstow Close, Bodmin Road, Bransholme, HULL HU7 4HE  
**Tel:** 01482 420160 **E-mail:** [enquiries@downrightspecial.co.uk](mailto:enquiries@downrightspecial.co.uk)  
Registered Charity Number: 1128178

[www.downrightspecial.co.uk](http://www.downrightspecial.co.uk)



Fundraising Standards Board  
Board no FS01194 . .



- Correcting any errors that we have made
- Taking further action in response to your concerns
- Telling you what we have learnt from the complaint and what action we will take to ensure we do not make the same mistake again

If your concern falls outside the charities range of responsibilities we will forward your complaint to the relevant service as soon as possible.

### Next Steps

We always hope that we can resolve your concerns but if you are unhappy with our response to your feedback then you can contact the Charity Commission quoting our registration number 1128178. You can submit a serious complaint via their website [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the **Fundraising Standards Board**, the self regulator for fundraising in the UK, to consider it by:

- Submitting your complaint through the FRSB website [www.givewithconfidence.org.uk](http://www.givewithconfidence.org.uk)
- Writing to Fundraising Standards Board, 65 Brushfield Street, London E1 6AA, or
- Calling – 0333 321 8803

Downright Special is a member of the Fundraising Standards Board and we agree to abide by its decisions. Please note that the Fundraising Standards Board can only consider complaints received within 3 months of the original incident.

The Fundraising Standards Board will investigate your complaint within **20 working days** of receiving it and if you are not satisfied with its conclusions, you can request that their Board of Directors look at it again. Their decision will be made within **60 calendar days**, will be final and will be made public.

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