

## 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 HU7 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 12 weeks 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 provide you with a full response within **28 working days** of acknowledgement of receipt of the complaint.

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
- 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.

We will keep records of any complaints received which will include details of the complaint, the date it was received, details of any investigation undertaken and a copy of all communications regarding the issue.

We will retain records relating to a complaint for at least 24 months from the date on which the complaint was made, except where data protection law requires that the information be put beyond use earlier than this (for example, where the complainant within this timeframe requests that their information be destroyed).

## 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 1175863. You can submit a serious complaint via their website <https://www.gov.uk/government/organisations/charity-commission>

**If your complaint is about our fundraising activities** and if after four weeks the matter has not been addressed or you do not feel your concerns have been resolved satisfactorily by us, you can refer your complaint to the **Fundraising Regulator**, the independent regulator of charitable fundraising in the UK, <https://www.fundraisingregulator.org.uk/>.

Downright Special is registered with the Fundraising Regulator and we agree to abide by its decisions. You can ask the Fundraising Regulator to consider your complaint by:

- submitting your complaint through the Fundraising Regulator website using their online complaints form <https://www.fundraisingregulator.org.uk/complaints>

If you have any difficulties completing the online complaints form you can contact the Fundraising Regulator by

- emailing [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)
- calling 0300 999 3407 (Monday to Friday, 09.30 am – 4.30 pm)
- sending a letter to Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW

Please note that the Fundraising Regulator can only consider complaints received within 2 months of an organisation's final response to a complaint. The Fundraising Regulator will aim to let complainants and organisations know whether they are going to investigate a complaint within four weeks of receipt. They aim to complete investigations within 16 weeks of receiving a complaint.

Policy Updated: 11<sup>th</sup> November 2024

Next revision due: November 2027