

# Compliments, comments and complaints policy

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## Related documents:

Safeguarding Children Policy and Procedure

Data Protection, Information Security and Confidentiality Policy

Subject Access Request template  
([www.forbabysake.org.uk/privacy](http://www.forbabysake.org.uk/privacy))

Grievance Policy and Procedure

Disciplinary Policy and Procedure

Privacy Notice ([www.forbabysake.org.uk/privacy](http://www.forbabysake.org.uk/privacy))

Recruitment and Safer Recruitment Policy and Procedure

Whistleblowing Policy and Procedure

# Compliments, comments and complaints policy

## 1 Policy statement

The For Baby's Sake Trust ('the Trust') operates with openness, honesty, integrity and in compliance with the law. The Trust is committed to providing high quality, transparent and accessible services to our service users, staff, trustees, supporters, stakeholders and all other individuals associated with us.

However, sometimes things do go wrong and not everyone will agree with what we do.

## 2 Who this policy is for

This policy applies to individuals (members of the public) and organisations wishing to comment on, compliment or complain about the performance of services, fundraising activities and the conduct of employees, volunteers, contractors and third parties working with or acting on behalf of the Trust.

This policy does not apply to employees, volunteers, interns, contractors, consultants and trustees. In the event that they wish to make a complaint, they should refer to the relevant Trust policies, such as Grievance Policy, Whistleblowing Policy and Safeguarding Children Policy.

Those to whom this policy does not apply should make their compliments and comments to their line manager or to the person they consider their compliments and comments are most relevant.

## 3 Complimenting us on our work or our people

Compliments are valuable and important to us and when they are received they will be recorded, reported on and valued. Compliments enable us to:

- Understand from our service users, supporters and stakeholders what we do well and the positive difference this makes
- Provide positive feedback to our staff and those delivering our services
- Influence the ongoing development of what we do and how we do it

## 4. Commenting on anything we could do better

It is always helpful to hear what people think about us, what we do and how we do it. Comments explaining where we could do better, or build on what we are doing well, are welcome. This feedback helps to influence the decisions we make as an organisation and maintain the standards of our work and raise ideas or issues of real importance that can lead to our continuous improvement.

Whenever we can, we will record and report, internally and externally if appropriate, on the comments we receive. We will do our best to acknowledge compliments and comments whenever possible but, in circumstances when this is impossible, please be assured that they are always appreciated.

## 5 Complaining about our work or our people

There may be times that you believe our trustees, staff or third parties working on our behalf have made a mistake or have got things wrong. When this happens, we want to hear about it, will always take it seriously, record and report on it internally and externally if required, deal with it as quickly as possible and put measures in place to stop it happening again.

We will always take steps to maintain the confidentiality of your personal information. We will only disclose it to people who need it to look into your complaint and, rarely, to others where we are legally permitted or required to do so.

## 6 Defining a complaint

We define a complaint as **'an expression of dissatisfaction, however made, about actions taken or a lack of action taken by the Trust or someone acting on behalf of the Trust.'**

Where it is unclear whether a communication is a complaint, we will do our best to confirm this with you if we can.

The following issues will be treated as complaints as they touch upon the Trust's purpose and values (this is not an exhaustive list):

- Poor standards of service including accusation of professional incompetence/misconduct
- Non-compliance with the Trust's own policies/procedures
- Inappropriate/improper fundraising methods
- Current or non-current (historic) harm to children or vulnerable individuals by the Trust
- Criminality within or involving the Trust
- The Trust being used deliberately for significant private advantage
- Non-compliance with relevant laws and regulations

When making a complaint, please state clearly and briefly:

- What went wrong
- When and where it happened
- Who was involved
- What you want from your complaint
- Your name, address and contact details

The Trust will take all complaints seriously and deal with them appropriately, including contacting you if we can to discuss the matter further, and use the information to improve our practice in any way we can.

However, under certain circumstances, we may not be able to follow all of the processes outlined in this policy. These include:

- When your complaint is about something the Trust has no connection to
- When a complaint is insufficiently clear, incoherent or illegible
- When a complainant is harassing a member of staff
- When a complainant is being abusive, prejudiced or offensive in their manner
- When a complaint has been sent to us and other organisations as part of a bulk mailing or email
- When a complaint is made anonymously

## 7 Sharing your compliments, comments and complaints with us

You might wish to pass your compliments and comments directly to the particular members of staff, managers, directors or trustees with whom you are in contact. You are welcome to do so. We encourage and support colleagues to share these with their managers and directors. You are also welcome to email our central mailbox: **comments@forbabysake.org.uk** or write to the Director of the Trust at the address above.

For complaints relating to the Director of the Trust or a Trustee only, please email [governance@forbabysake.org.uk](mailto:governance@forbabysake.org.uk) or write to:

Chair of Trustees  
C/o The For Baby's Sake Trust  
4 Meadway Court  
Rutherford Close  
Stevenage  
SG1 2EF

For all other complaints, please email [complaints@forbabysake.org.uk](mailto:complaints@forbabysake.org.uk) or write to:

Director of The For Baby's Sake Trust  
4 Meadway Court  
Rutherford Close  
Stevenage  
SG1 2EF

The Trust is committed to equal opportunities and our aim is to make our compliments, comments and complaint policy easy to use and accessible to all. We will take steps to accommodate any reasonable adjustments you may require to enable you to access this policy or receive responses in other formats and provide such assistance as you may reasonably require.

If you are unable to contact us by email or in writing, and require a reasonable adjustment, please contact the Trust by telephone on 01438 873420.

## 8 Our process for dealing with complaints

Where a complaint has been submitted in accordance with section 7 of this policy, the Trust will acknowledge your complaint within five working days, explain the process that will be followed and when a decision will be made.

Following a thorough and fair investigation by us to establish the facts surrounding the complaint, we will always attempt to provide a full, written response within 20 working days. There may be occasions when we will not be able to send a full reply within 20 working days, for example, if your complaint is very complex. If this happens, we will tell you the reason why and let you know when we will be able to reply in full, keeping you fully informed of progress.

## 9 Appealing our response

You may wish to appeal against the outcome of our investigation into your complaint. If this is the case, please submit your appeal to the Independent Adviser to the Board of Trustees, in writing, within 15 working days from the date of the letter notifying you of the outcome, by email, to [appeals@forbabysake.org.uk](mailto:appeals@forbabysake.org.uk) or write to:

Appeals  
C/o The For Baby's Sake Trust  
4 Meadway Court  
Rutherford Close  
Stevenage  
SG1 2EF

An appeal must satisfy one or more of the criteria below:

- You have new, relevant information to present (which you have not previously submitted)
- We have failed to consider adequately, or at all, information you provided in connection with the complaint
- The response to your complaint is perverse in that no reasonable person could have reached that conclusion based on the information provided to them

Receipt of your appeal will be acknowledged within five working days.

The aim will be to provide a full response your appeal within 15 working days. There may be occasions where this is not possible and, where this is the case, you will be advised and notified of the date by which you will receive a response.

The response to an appeal, which will always be in writing, is final. There will be no further redress within the Trust but section 10 below gives details of external bodies to whom you may refer.

## **10. Taking your complaint outside the Trust**

### **10.1 Complaints about fundraising**

The Trust is registered with the Fundraising Regulator, an independent body that works to ensure that charities raising money from the public do so honestly and protects the public, donors and potential donors, not least those who may be vulnerable, from unacceptable fundraising practices.

The Trust is committed to the highest standards in fundraising practice and the regulator's fundraising promise. If your complaint relates to fundraising and you feel it remains unresolved, the Fundraising Regulator can investigate your complaint. They can be contacted at:

The Fundraising Regulator  
2nd Floor  
CAN Mezzanine Building  
49 – 51 East Road  
London  
N1 6AH



Telephone: 0300 999 3407

Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

[www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

### **10.2 Complaints about data protection and privacy**

If you wish to make a complaint that relates to your data protection and privacy rights, please contact the Trust's Data Protection Officer by emailing [dpofficer@forbabysake.org](mailto:dpofficer@forbabysake.org) or writing to our Data Protection Officer, The For Baby's Sake Trust, 4 Meadway Court, Rutherford Close, Stevenage SG1 2EF.

If you are not happy with the way we have handled your data and are unable to resolve the issue with us, you have the right to lodge a complaint directly with the Information Commissioner's Office, the UK's independent body set up to uphold information rights, at:

[www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

### **10.3 Serious complaints about the charity**

If you have made a serious complaint about us and you do not feel satisfied with our response, you can contact the Charity Commission. Examples of serious complaints include failing significantly to do what we say we do or seriously harming those whom we seek to help.

If your complaint relates to fundraising or data protection and privacy complaints, you should contact the relevant regulators described above, rather than contacting the Charity Commission.

If you suspect that we are involved in illegal activity, you can contact the Charity Commission directly, without first complaining to us.

The Charity Commission can be contacted at:

Charity Commission  
PO Box 1227  
Liverpool  
L69 3UG

Telephone: 0845 3000218

[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

## **11 Legal framework and guidance**

This policy takes into account relevant legal requirements, regulations and guidance, including:

- The Children Acts of 1989 and 2014
- Working Together to Safeguard Children 2018
- The Fundraising Regulator's Code of Fundraising Practice and Fundraising Promise
- Good Governance: a Code for the Voluntary and Community Sector
- Charities (Protection and Social Investments) Act 2016
- Data Protection Act 2018