
CHILDREN'S HOPE FOUNDATION COMPLAINTS POLICY

1. Definitions

1.1 In this Complaints Policy the following expressions have the following meanings:

- “Business Day”** means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in the UK;
- “Complaint”** means a complaint about our fundraising (through our volunteers, employees or commercial participators acting on our behalf) or our provision of services to our beneficiaries;
- “Complaints Policy”** means this document;
- “Complaints Procedure”** Means our internal complaints handling procedure which is followed when handling a Complaint and is available from our website at www.childrenshopefoundation.org.uk for your reference;
- “Complaint Reference”** means a unique number assigned to your Complaint that will be used to track your Complaint;
- “External Resolution”** means the referral of your Complaint to an external body or organisation for resolution if you are not satisfied with the outcome.

2. Purpose of this Complaints Policy

- 2.1 We welcome and encourage feedback of all kinds from members of the public or our beneficiaries. If you have a Complaint about our fundraising, volunteers, employees, commercial participators or our services to our beneficiaries, not only do we want to resolve it to your satisfaction but we also want to learn from it in order to improve our charity stakeholder experience in the future.
- 2.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. In particular, the aims of this Complaints Policy are:
- 2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about our fundraising, volunteers, employees, commercial participators or our services to our beneficiaries;
- 2.2.2 To ensure that everyone working for or with Children's Hope Foundation knows how to handle Complaints made by our stakeholders or members of the public;

- 2.2.3 To ensure that all Complaints are handled equally and in a fair and timely fashion;
- 2.2.4 To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again.

3. What this Complaints Policy Covers

- 3.1 This Complaints Policy applies to our fundraising by our employees, volunteers and commercial participators and the provision of services to our beneficiaries.
- 3.2 For the purposes of this Complaints Policy, any reference to Children's Hope Foundation also includes our employees, volunteers and Commercial Participators.
- 3.3 Complaints may relate to any of our activities and may include (but not be limited to):
 - 3.3.1 The quality of service provision you have received from us;
 - 3.3.2 The behaviour and/or professional competence of our employees, volunteers and/or Commercial Participators;
 - 3.3.3 Delays, defects or other problems associated with the provision of our services;
- 3.4 The following are not considered to be Complaints and should therefore be addressed accordingly.
 - 3.4.1 General questions about the provision of our services;
 - 3.4.2 Returns of damaged, faulty, incorrect or unwanted goods for exchange where there is no further complaint;
 - 3.4.3 Matters concerning contractual or other legal disputes;
 - 3.4.4 Formal requests for the disclosure of information, for example, under the Data Protection Act;

4. Making a Complaint

- 4.1 All Complaints, whether they concern our employees, volunteers and/or Commercial Participators or the provision of our services to stakeholders should be made in one of the following ways:
 - 4.1.1 In writing, addressed to Mr Tom Doran, Chief Executive, Children's Hope Foundation, 15 Palmer Place, London N7 8DH;
 - 4.1.2 By email, addressed to Mr Tom Doran, Chief Executive at tomdoran@childrenshopefoundation.org.uk;
 - 4.1.3 By contacting us by telephone on 0207 700 6855;
- 4.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:
 - 4.2.1 Your name, address, telephone number and email address. We will contact you using your preferred contact method as your Complaint is handled;

- 4.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own;
- 4.2.3 If you are making a Complaint about a particular employee, volunteer and/or Commercial Participator of Children's Hope Foundation, please provide the name and, where appropriate, the position of that employee, volunteer and/or Commercial Participator;
- 4.2.4 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved;
- 4.2.5 Details of any documents or other evidence you wish to rely on in support of your Complaint;
- 4.2.6 Details of what you would like us to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which would be considered reasonable.)

5. How We Handle Your Complaint

- 5.1 Following our Complaints Procedure, our aim is to always resolve complaints to your satisfaction without further recourse to External Resolution. If you are not satisfied with the resolution of your Complaint, you may refer to External Resolution as detailed below.]
- 5.2 Upon receipt of your Complaint, Mr Tom Doran, Chief Executive will log the complaint in our complaints system and will acknowledge receipt of it either by telephone or in writing within 3 working days, giving you a Complaint Reference.
- 5.3 When we acknowledge receipt of your Complaint we will also inform you of who is to handle your Complaint. This may be the person to whom your original Complaint was directed (as above) or your Complaint may be delegated to an appropriate member of our team
- 5.4 If your Complaint relates to a specific employee, volunteer and/or Commercial Participator, that person or company will be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee, volunteer and/or Commercial Participator in question should take place only through the person handling your complaint and we respectfully ask that you do not contact the employee, volunteer and/or Commercial Participator in question directly concerning the Complaint we are working to resolve it.
- 5.5 If we require any further information or evidence from you, we will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly in order to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence we will use all reasonable efforts to proceed without it, however please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.
- 5.6 We aim to resolve Complaints within seven working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the

delay, the likely length of the delay and the reasons for it.

- 5.7 At the conclusion of the complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final, subject to your right to seek External Resolution of your Complaint.
- 5.8 Children's Hope Foundation are a member of and regulated by The Fundraising Regulator. If you are not satisfied with the resolution of your Complaint you may seek External Resolution of your Complaint from The Fundraising Regulator. For details of complaint and conflict resolution mechanisms available from The Fundraising Regulator, please contact them by post at 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH, by telephone on 0300 999 3407, by email at enquiries@fundraisingregulator.org.uk, or via their website at <https://www.fundraisingregulator.org.uk>

6. Confidentiality and Data Protection

- 6.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees, volunteers and/or Commercial Participants who need to know in order to handle your Complaint.
- 6.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting Mr Tom Doran, Chief Executive. All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of the General Data Protection Regulation 2018 and your rights under that Act.

7. Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact Mr Tom Doran, Chief Executive by post at Children's Hope Foundation, 15 Palmer Place, London N7 8DH, by telephone on 020 7700 6855, or by email at tomdoran@childrenshopefoundation.org.uk.

8. Policy Responsibility and Review

- 8.1 Overall responsibility for this Complaints Policy and the implementation thereof lies with the Trustees of Children's Hope Foundation
- 8.2 This Complaints Policy is regularly reviewed and updated as required.
- 8.3 This Complaints Policy was adopted on 14th December 2017.
- 8.4 This Complaints Policy was last reviewed on 14th December 2017.