

**The Change Foundation
Complaints Policy**

 **1) Introduction**
This document sets out a policy for handling complaints involving The Change Foundation. We are committed to handling complaints about our work in an honest and fair manner. In this policy ‘you’ and ‘your’ refers to someone processing a complaint.

**2. What is a complaint?**
A complaint is a statement identifying something as being unsatisfactory or unacceptable. We treat a complaint as an expression of dissatisfaction with our charity which calls for an immediate response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our charity.

**3. What to include in your complaint**.

To make a complaint, we ask that complaints are written and sent to our address or submitted by email. Please include your own email or postal address when you contact us so we can respond in writing.

We ask that complaints are put in to writing so that we can understand the issues raised and request any further information from you if we need to. We may be limited in our ability to investigate complaints raised with us anonymously.

**4. How to contact us about a complaint**

In many cases, concerns about our work can be resolved promptly and satisfactorily through informal discussion with our employees, that does not fall within our Whistleblowing Policy without the need for a formal complaint needing to be processed. You can contact us by using the contact details below or by calling the office on 020 8669 2177.

Corporate Services Director

*Complaint Notice
The Change Foundation Cricket Centre
Plough Lane
Wallington
SM6 8JQ*

Email: *office@changefdn.org.uk*

If you are unable to put your complaint in writing because of a disability, please contact us on 020 8669 2177 so that we can support you.

**5. How we handle your complaint**

Once we receive your complaint we will log it to our system, provide an acknowledgement receipt and supply information around the process that will be followed.

Our Corporate Services Director will allocate your complaint the appropriate person and inform you of who will investigate it and their position within the organisation. This may result in them contacting you for clarification, additional information, reviewing documentation including previous correspondence and/or speaking to the individuals involved in your complaint.

We will respond back to you in writing to explain the outcome of your complaint. It may not always be possible to resolve complaints to each parties’ satisfaction, but we are committed to providing clear information and explaining our decisions.

Outcomes of complaints might include:

•An explanation of our policy and processes.

•A formal apology for any errors that may have occurred and what we have done to resolve any complaints.

•An explanation of changes to policies or processes we have made or plan to make as a result of a complaint.

We can provide support with reading and interpreting these documents if requested.

**6.Timeline of processing a complaint**

We are committed to investigating complaints in a timely manner. We aim to:

•Acknowledge receipt of all complaints within three working days of receiving your concern.

•Send a substantive response to a complaint within 15 working days of receipt.

•Provide regular updates on a complaint if it is not possible to resolve an issue within the above timeframes.

**7.Complaints to external bodies**

We encourage you to make a complaint to us under this policy so that we can investigate and take any action to put matters right.

If you have complaints that you would like to bring to the attention of the one of our charity’s regulators, you can contact them via the contact details contained on their websites.

•Charity Commission for England and Wales – www.charity-commission.gov.uk

•Fundraising regulator - https://www.fundraisingregulator.org.uk/