

# Complaints Policy

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MANAGEMENT POLICIES

Originator/Author	Reviewed	Date Reviewed	Date Approved
Janice Morgan	Mike Theodoulou	January 2024	January 2024

Revision History - (Change Record)		
Revision Level	Reason for Change	Effective Date

## Introduction

Foothold Cymru is committed to providing excellent service to all our stakeholders, including participants, donors, volunteers, and the wider community. We value feedback and take all complaints seriously, as they offer an opportunity to learn and improve. This policy outlines how we handle complaints fairly, effectively, and in a timely manner.

## What is a complaint?

A complaint is an expression of dissatisfaction about any aspect of our work, including:

Service delivery (e.g., delayed responses, missed appointments, project issues)

Fundraising practices (e.g., misleading information)

Governance (e.g. failure to follow policies)

Staff or volunteer conduct (e.g., rudeness, discrimination, unprofessional behaviour)

## How to make a complaint

We encourage everyone to raise concerns early and informally. You can contact us by:

- Email: [sophie@footholdcymru.org.uk]
- Phone: [01554 779910]
- Post: [The Lord Arthur Rank Centre, Trostre Road, Llanelli, SA14 9RA]
- In person: Speaking to a member of staff.

Please provide as much detail as possible about your complaint, including:

- Your name and contact information
- The nature of your complaint
- What happened, when, and where
- The impact of the complaint on you
- What you would like us to do to resolve the complaint

Anonymous complaints will be considered, but their resolution may be limited due to the lack of contact information.

## Complaints procedure

**Acknowledge:** We will acknowledge your complaint within 5 working days of receiving it. This acknowledgment will confirm we have received your complaint and outline the next steps.

**Investigate:** We will investigate your complaint thoroughly and fairly. This may involve speaking to you further, interviewing staff or volunteers involved, and reviewing relevant documents.

**Respond:** We will aim to respond to your complaint within 20 working days of receipt. Our response will explain what we found, what action we will take to resolve the complaint (if any), and how we will prevent similar issues from happening again.

**Appeal:** If you are not satisfied with our response, you can appeal within 10 working days. The appeal will be reviewed by our designated Appeals Committee. You will receive a final response within 15 working days of the appeal.

The decision of the Appeals Committee is final.

### **Confidentiality**

We will treat your complaint confidentially and handle it with sensitivity. We will only share information with others if necessary to investigate the complaint or prevent similar issues from happening again.

### **Equality and Access**

We are committed to treating everyone fairly and with respect. We will ensure that our complaints procedure is accessible to everyone, regardless of their abilities or circumstances. If you need assistance accessing this policy or making a complaint, please contact us.

### **External complaints**

If you are not satisfied with our final response, you can refer your complaint to the Charity Commission or other relevant regulatory body.

### **Learning and Improvement**

We will review this policy annually to ensure it is effective and up to date. We welcome feedback on our complaints procedure and how we can improve it.

Also, we will use the information from complaints to identify areas for improvement and implement necessary changes.

This policy is available in alternative formats upon request.

All complaints and their resolutions will be documented.

### **Contact**

For any questions or concerns about this policy, please contact [janice@footholdcymru.org.uk](mailto:janice@footholdcymru.org.uk)