

COMPLAINTS POLICY

1. Friends of Portland Works (FoPW) aims to provide the highest standard of service and transparency in all our activities. We value the opinions and feedback of our associate members, supporters, donors, and stakeholders. We recognize that complaints may arise from time to time, and we are committed to handling them promptly, fairly, and efficiently. This Complaints Policy outlines our procedures for addressing and resolving complaints in a transparent and satisfactory manner.

Scope

1. This policy applies to all individuals or entities who have a legitimate complaint or grievance regarding the activities, services, or conduct of [Charity Name], including beneficiaries, volunteers, employees, donors, suppliers, or any other stakeholders.

Definition of a Complaint

1. A complaint is defined as an expression of dissatisfaction or grievance made by an individual or entity concerning any aspect of FoPW’s operations, including but not limited to our services, programs, fundraising activities, conduct of staff or volunteers, or adherence to ethical standards.

Principles of Complaints Handling

1. Our approach to handling complaints is guided by the following principles:

a. Fairness: We will treat all complaints impartially, regardless of the complainant's background or relationship with the charity.

b. Confidentiality: We will respect the confidentiality of complainants and handle their personal information in accordance with our Privacy Policy.

c. Accessibility: We will ensure that our complaints procedure is easily accessible

d. Responsiveness: We will respond to complaints promptly and aim to resolve them within reasonable timeframes.

e. Transparency: We will provide clear and concise explanations of our decisions and actions taken in response to complaints.

1. Complaints Procedure

In the first instance, we encourage complainants to raise their concerns informally by contacting a trustee. The trustee, in liaison with other trustees as necessary, will make every effort to resolve the complaint promptly and satisfactorily. If the complaint is resolved to the satisfaction of the complainant, the matter will be considered to be closed.

If the complainant is not satisfied with the resolution or prefers a formal process, they should submit a written complaint to the Chair of Trustees. The written complaint should include: - Complainant's name, contact details, and relationship to the FoPW (if applicable). - A clear description of the complaint, including relevant dates, individuals involved, and supporting evidence (if available). - Any specific outcomes or remedies sought.

Upon receiving a formal complaint, the Chair will assign a trustee to deal with the complaint and:

- Acknowledge receipt within 5 working days, giving an estimate of the time needed to investigate it and provide a response.

- Assign a unique reference number to the complaint.

- Conduct a thorough and impartial investigation into the complaint. The nominated trustee may request additional information or arrange a meeting with the complainant if necessary. The nominated trustee will provide a written response to the complainant within the timeframe set out at the beginning.

The response will include:

- A summary of the investigation conducted.

- A clear explanation of the conclusions reached.

- Any actions taken or proposed to address the complaint.

- Information on how to escalate the complaint if the complainant remains dissatisfied.

If the complainant is not satisfied with the response from the Complaints Officer, they may request a review by the Chair of Trustees. The Chair will review the case, conduct further investigations if necessary, and provide a final written response to the complainant.

If the complainant still feels that the complaint has not been dealt with promptly, fairly and efficiently, he/she/they may request that the complaint be considered by an impartial third party. It would be for the two parties to mutually agree on a third party and any costs involved would have to be met by a 50% share from each party.