

COMPLAINTS POLICY & PROCEDURE

SCOPE

A complaint is any expression of dissatisfaction by any Community Led Initiatives (CLI) service user or stakeholder, whether justified or not. Complaints should be seen as an opportunity for CLI to improve the quality of its services, and to improve relations with its stakeholders and service users.

SERIOUS COMPLAINTS

Complaints of a serious nature e.g. fraud or sexual harassment will follow CLI's grievance procedure. Any complaint thought to be of a serious nature should be passed immediately to the Management Team.

OTHER COMPLAINTS

Fundraising complaints will follow the procedure set out at Annex A.

All other complaints should follow the procedure below.

STAGE 1

When a verbal complaint is made, staff should:

1. Be courteous.
 2. Minimise the need for the complaint to be made, if possible.
 3. Record the complaint taking the following details:
 - a. The name and address of the complainant
 - b. Detail of the complaint
 - c. What redress the complainant wants
 4. Read back the complaint for verification
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STAGE 2

1. The complaint (written or verbal) should be passed to the manager of the service/project to which the complaint relates.
 2. If the complaint is about the service/project manager, then the complaint should be given to the Board of Directors via another member of the management team or by mail to the registered office.
 3. A letter should be sent acknowledging the complaint within 5 days, explaining CLI's complaint procedure and timescales.
 4. The complaint should be investigated, and recommendations made.
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STAGE 3

1. The Management Team should be given the complaint and the recommendations of the investigation.
 2. The Management Team will either support the recommendations or instigate a further investigation.
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STAGE 4

1. The complainant will be contacted in writing with the response to the complaint.
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STAGE 5

1. The complainant may appeal against the decision to the Board of Directors. However, the Board will only accept this appeal if the complainant gives good reason why the earlier decision was unacceptable.

INVESTIGATING COMPLAINTS

1. Investigations should be appropriately thorough and fair.
2. Investigators should seek to establish whether the complaint is fully justified, partially justified, or not justified, with reasons.
3. Investigators should identify whether the complainants redress is suitable and within CLI's capacity to redress.
4. The Management Team should also identify appropriate remedies for improvement.
5. The Board of Directors may instigate a further investigation.

**** Policy to be reviewed annually ****

Annex A – Fundraising Complaints

HOW TO MAKE A COMPLAINT

Complaints may be submitted to accounts@communityled.org.uk or by post to Community Led Initiatives CIC, Clippers House, Salford, M50 3XP.

When submitting by email, please include the phrase “Fundraising Complaint” in the subject line and please provide as much information as possible including:

- when the incident giving rise to the complaint took place
- a brief summary of what happened
- your name and how you would like to be contacted
- copies of any fundraising materials that may have given rise to the complaint
- any other evidence you consider supports the complaint

If you are complaining about a particular incident (e.g. having received a piece of direct marketing), it will assist the timely execution of the complaint investigation if you reference it as specifically as possible in your complaint.

Complaints may be submitted by these means up to 12 weeks following the precipitating incident.

It should be noted that this procedure is only for complaints regarding fundraising practice. For complaints about CLI which are not related to fundraising, please contact CLI via the usual channels (see our website for further details).

RECORDS OF COMPLAINTS

CLI will keep a record of all complaints for 24 months, as mandated by the Fundraising Regulator. This information will not be used for any other purpose. In accordance with data protection law, you may request to view the information being held regarding your complaint and may request that it be put beyond use (although if you do this before the complaint investigation has been resolved, this may render the original complaint void). This record will be available to the Fundraising Regulator, upon request, along with a record of all communication.

COMPLAINT INVESTIGATION

CLI commits to investigate any complaint about its fundraising practices within 28 days of acknowledgement of receipt of the complaint, of which the complainant will be advised in writing during the same timeframe.

THE FUNDRAISING REGULATOR

If you are dissatisfied with the outcome of the complaint investigation, you may refer your complaint to the Fundraising Regulator. It is advisable to do so not later than two months following receipt of the complaint investigation outcome, in order to receive the attention of the Fundraising Regulator. [Make a complaint | Fundraising Regulator](#)

In the event that a complaint is made or referred to the Fundraising Regulator regarding CLI, CLI will comply fully with the Fundraising Regulator and any proposed remedy.