Chance for Childhood – Complaints Policy

1. Introduction

Receiving feedback and responding to complaints is an important part of improving Chance for Childhood's accountability and we welcome that feedback so we can be better. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

2. Who does this apply to?

This policy applies to Chance for Childhood and is global in its application. A complaint can be made by any supporter, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in the UK or anywhere else in the world.

3. Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the charity and its conduct. A complaint can be received verbally, by phone, by email or in writing. A 'formal complaint' is a written complaint that is made that is clearly identifiable as a complaint. This policy does not cover complaints from staff, who should use the Discipline and Grievance policies.

A complaint is not:

- A general inquiry about Chance for Childhood's work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from a Chance for Childhood's service e.g. a campaign newsletter or email

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

4. Who can make a complaint about Chance for Childhood?

A complaint can be made by:

- Any supporter
- Partner organisation
- Community or individual with whom we work
- Any member of the public whether an individual, company or other entity in the UK or around the world.

5. Who is not covered by this policy?

Complaints by staff are governed by Chance for Childhood's procedures for dealing with problems in the workplace and Whistleblowing Policy. Complaints relating to serious incidents such as fraud and corruption or safeguarding concerns will be dealt with through the relevant policy and procedures.

6. How to make a complaint

It is hoped that most complaints or concerns about Chance for Childhood's work or behaviour can and will be dealt with informally by staff or volunteers at a local level. However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

All formal complaints should be made in writing via post or email either directly from the individual or organisation making the complaint or via someone acting on their behalf. See below for details about to whom to address a complaint. We will acknowledge and provide an initial response to your feedback within 14 days of receiving it.

Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within one month. If we are unable to meet that deadline due to exceptional circumstances, we will let you know.

7. Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

8. Complaints Process for Supporter Care/Fundraising

Chance for Childhood is committed to delivering a high standard of supporter care to anyone who engages with our work. We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves.

You can provide your feedback by phone on **01483 230 250**, email supportercare@chanceforchildhood.org or you can write to the following address: **Chance for Childhood, PO Box 82209, London, EC1P 1HL**

Please help us investigate your concern more quickly by providing as much information as possible, like:

- Your contact details (if you require a response).
- Details of your concerns, including any incident date.
- Copies of any materials to support your complaint.

If you are unhappy with our response, you can escalate your concerns to Matt Zeqiri, Head of Fundraising and Communications (matt.zeqiri@chanceforchildhood.org) who will consider the matter in more detail.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can contact the Fundraising Regulator with your concerns.

The Fundraising Regulator is an independent non-statutory body, responsible for setting and maintaining the standards for charitable fundraising in the UK. It will adjudicate on issues that may arise between members of the public and fundraising organisations.

You can contact the Fundraising Regulator by:

- Submitting your complaint through their website: www.fundraisingregulator.org.uk
- Writing to: Fundraising Regulator, 50 Featherstone Street, London, EC1Y 8RT
- Calling: 0300 999 3407
- Emailing: complavints@fundraisingregulator.org.uk

More information can be found at https://www.fundraisingregulator.org.uk/complaints

9. Complaints Process about our Work, Staff or Partners

Complaints may include the following (which is not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery
- Concern about the behaviour of Chance for Childhood staff member or associated personnel
- Concern about a Partner organisation and/or a member of their staff team or associated personnel

You can write to us at: **Chance for Childhood, PO Box 82209, London, EC1P 1HL**

If you remain dissatisfied with our response you can contact the Charity Commission (0845 300 0218) or charitycommission.gov.uk

If you're concern is about the wellbeing of a child, young person and/or adult at risk please contact safeguarding@chanceforchildhood.org.

If you are worried that someone may be at risk of immediate harm, please contact the relevant authorities.