



Complaints Policy

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Introduction

Reset is committed to resolving complaints in an appropriate, fair and timely manner in accordance with all relevant legislation. We welcome all feedback as this helps us to adapt the way we work to improve supporter experience.

We are committed to operating to the highest standards, and we recognise that there may be times when you feel that we do not achieve the level of service, or that the behaviours of our staff, trustees or those acting on our behalf are not to the standard that you expect. If you do have a complaint, please let us know so that we can try and help.

Purpose

The purpose of this policy is to set out our approach to receiving and dealing with complaints, how you can make a complaint, what you can expect from us when you do so and how you can escalate a complaint if you are unhappy with the outcome.

How to make a complaint

If you would like to make a complaint, the best way to do this is by email. You can contact us at:

enquiries@resetuk.org

Alternatively, if you would prefer to write to us, please address your complaint to:

Reset Communities and Refugees, 85 Great Portland Street, 85 Great Portland Street, London, W1W 7LT

What to cover

To help us investigate your complaint, please set out the facts in as much detail as you can, as clearly as possible. In particular, please tell us:

- what happened
- when it happened
- who you dealt with
- why you consider this to be a complaint, and
- what you would like us to do to address your complaint.

How we review and investigate complaints

We take complaints seriously and all complaints will be investigated. We will take action in response to any failures identified by the complaint or investigation, if applicable.

We aim to respond to your complaint within 14 working days of receiving it:

- a) If we have been able to resolve the complaint within that time, we shall include details of this and shall treat the matter as closed.
- b) If a complaint requires further investigation, we will acknowledge receipt of your complaint and set out who will be dealing with the complaint and their contact details (the "Complaint Lead").

The Complaint Lead will investigate your complaint competently, diligently and as impartially as possible. They may need to speak to you further to gather such additional information as necessary in order to assess your complaint. They will consider the subject matter of the complaint, whether they consider the complaint should be upheld and, if so, what remedial action or redress we may consider appropriate.

The Complaint Lead will usually advise you of their findings and our conclusion within 28 days of the acknowledgement of receipt of your complaint. If we are unable to give a definitive response within that timeframe, for example because an investigation has not been fully completed, we will send a progress report with an indication of when a full reply will be given.

Next steps

If you are not happy with our response, please let us know as soon as possible. Your complaint will be escalated to the Chief Executive who will carry out a review and let you know the outcome within 30 days. The decision taken at this stage is final.

Escalating a complaint

If you are still not satisfied with the outcome of your complaint, you may wish to refer your complaint to:

The Charity Commission – for complaints if you have a serious concern about our work

The Fundraising Regulator – for complaints about fundraising or the way you've been asked for donations

The Information Commissioner’s Office – for complaints about the use of your personal information.

How we use your data

If you use our complaints policy and procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint.

We usually only investigate complaints where the identity of the complainant is known so that it is possible to respond and verify information if needed. When an anonymous complaint is received of a serious nature, we may consider investigating if there is enough information to guide further enquiries.

We keep a record for at least 24 months of the complaints we receive, the outcomes of our investigations and the reasons for our decisions. We regularly review complaints to identify what lessons can be learnt and how we can improve our service and the experience of our donors.

Roles, responsibilities and delegations

<i>ROLE</i>	<i>RESPONSIBILITY</i>
Operations Manager	Initial assessment of the complaint and determination of the Complaint Lead (who may be the Operations Manager)
Chief Executive	Considers any appeal against the finding issued in response to a complaint

Related Policies and Supporting Documents

Legislation	Code of Fundraising Practice
Related Policies and Procedures	-