

Complaints Procedure 2023

Complaints Policy

Charity Nest adopts the responsibility to ensure public confidence and donor trust are maintained through our practice as a business and involvement in the community.

The purpose of this policy is to ensure that any threat to the high standards we maintain can be identified and rectified in a simple and timely manner.

Defining a complaint

A complaint may be generally defined as an expression of dissatisfaction, however made, about actions taken or a lack of action. Where it is unclear whether a communication is a concern or a complaint, it is generally best to be on the side of caution and treat it as a complaint.

Our Complaints Process

We have made the process simple, clear and accessible. The complaints form is available on our website and team members are trained to help members of the public and individuals with information about the process of making a complaint.

Making a complaint

This can only be done online via the complaint form on our website. However, if the individual making the complaint is unable or unwilling to make a complaint using this method, a member of the team can complete the form on behalf of the individual. The content is sent securely to an email address monitored by senior members of management.

Initial Contact

The individual will be informed of the time scale and our decision making process.

Decision Process

We review all the information provided, gather evidence and collect statements; when necessary. We then compile the information and hold a recorded complaints review meeting with a minimum of two senior management staff. The agenda is assessed against an internal judgement process and a decision is made. Relevant parties are then informed of the decision. This process should take no more than 20 business days. If parties are dissatisfied with the decision, they should be referred to escalate the complaint with the Charity, The Fundraising Regulator or other relevant body.

Investigation

Where possible, we will ensure that complaints are investigated by someone within the organisation who is independent of the events complained about. Where this is not possible, we will consider whether a third party outside of the organisation should be asked to investigate the complaint.

When possible, we will ensure to keep the identity of the individual making the complaint confidential and avoid internal conflicts of interest. We will do our utmost to protect the individual from victimisation or harassment.

We will listen to individuals to understand the complaint and the outcome they (you) are seeking. Where possible, members of staff will be informed if a complaint has been made about them or actions for which they were responsible. We will ensure members of staff have an opportunity to respond to the allegations made.

Complaints will be investigated thoroughly and fairly to establish the facts of the case.

Reaching a Decision

We will provide clear, evidence based reasons for the decisions we make and ensure those decisions are proportionate, appropriate and fair.

We will respond openly to all of the substantive points raised by a complainant and explain why Charity Nest considers those points to be justified, or not justified

We will ensure to remain respectful and acknowledge the experience of the complainant, independent of its justification.

Charity Nest will take responsibility for the actions of our team members and those acting on behalf of or in coordination with our organisation.

When responding to a complaint, Charity Nest will acknowledge if things have gone wrong and take proportionate action to put things right, including apologising where appropriate.

We will inform the complainant about the lessons learnt and any changes made to services, guidance or policy as a result of the complaint.

Learning from complaints

We regard complaints as a source of learning and improvement. We hold a record of complaints, capturing the outcome of our investigations and the reasons for our decisions. We review the complaints quarterly, to identify any trends or wider learning. Upon review, we consider what lessons can be learnt and how we can improve our service and the experience of those involved.

The number and nature of complaints, in addition to information regarding whether they have led to a change in services, policies or procedures are reported to Senior Management and involved Partners on a regular quarterly basis.