



Compliments and Complaints Procedure

Compliments:

Any verbal or written compliment will be recorded by the employee receiving the compliment and will be passed on to the appropriate manager for recording on the Compliments Register.

Any employee or volunteer identified as being the subject or contributing to any matter giving rise to the compliment will be notified within three working days. Feedback on compliments will be shared with other employees / volunteers at appropriate timings.

Complaints:

We take complaints about our work, staff and levels of service very seriously. If you are not satisfied with the service you have received from the Foundation, please follow the following process for raising a formal complaint:

If you want to speak to someone about a complaint, you can call our office on 01530 244914 (lines are open 9.00am to 4:30pm Monday to Friday, excluding bank holidays), where we will try to resolve the issue if we can.

If you prefer to put your complaint in writing, in the first place, write to the person who handled your query: that's usually the quickest way to resolve a problem. If you're still not satisfied, ask for your complaint to be escalated to a member of the management team.

What information we'll need from you

We will need:

- a clear, detailed description of what your complaint is about
- copies of any letters or emails related to the complaint
- your email address or postal address (so we can reply)
- We aim to respond to complaints within 20 working days. If we can't reply to you within this time, we will let you know and tell you when you can expect a reply.

If the problem is still unresolved, you can make a formal complaint to our Principal Manager.

How to make a formal complaint about the Shuttlewood Clarke Foundation

You can make a formal complaint by post, online or by phone.

Write to:

Principal Manager
Shuttlewood Clarke Foundation
Ulverscroft Grange
Whitwick Road
Ulverscroft
Leicestershire
LE67 9QB

Fill in our web contact form (please put 'For the attention of the Principal Manager' in the subject line).

Phone our office on 01530 244914 (lines are open 9.00am to 4.30pm Monday to Friday, excluding bank holidays) and ask to speak to the Principal Manager.

Please note it is advisable to place detailed complaints in writing, where possible, to ensure your concerns are comprehensively covered.

What happens next?

When you've made your complaint, we will:

- send an acknowledgement by letter or email (if you've provided a valid email address)
- investigate your complaint (looking at whether your questions were answered, whether you suffered any injustice or hardship, and what remedy would be fair and proportionate in the circumstances)

What to do if you're not satisfied

If you are not satisfied with the outcome of your formal complaint you can ask to speak to the organisation's Chair of Trustees who will investigate if the organisation has acted properly and fairly or provided a poor service.

Charitable fundraising

If you have any concerns about the Foundation's charitable fundraising you can make a complaint to the Fundraising Regulator.

For example, if you believe that the Foundation:

- has made misleading or excessive requests for donations
- has been disrespectful or treated you unfairly when seeking donations
- is not transparent or open about the relationship it has with a third party
- has not dealt appropriately with a complaint you have made about fundraising

You can contact the Fundraising Regulator by

Email: complaints@fundraisingregulator.org.uk

Telephone: 0300 999 3407 (Monday to Friday 9.30am – 4.30pm)

Letter: Fundraising Regulator
Eagle House
167 City Road
London
EC1V 1AW

For more information you can visit the Fundraising Regulator's website at:

www.fundraisingregulator.org.uk/complaints/make-complaint

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