



Compliments, comments and complaints policy

Values in action

One of our organisational values is Honesty. We commit to being open, truthful and informed at all times, but we realise that sometimes we get things wrong and that not everyone will agree with what we do.

We welcome and value feedback as this enables us to listen, learn and to improve what we do and how. In short, your compliments, comments and complaints help us to be honest and continue to ensure all children and young people have the opportunity to reach their potential.

Who this policy applies to

This policy applies to individuals (members of the public) and organisations wishing to comment on, compliment or complain about the performance of services, fundraising activities, and the conduct of employees, volunteers, contractors and third parties working with or representing Power2.

This policy does not apply to Power2 employees, self-employed/contractors, consultants, volunteers and trustees. In the event that they wish to make a complaint, they should refer to the relevant Power2 policies e.g. grievance policy, whistleblowing policy and the safeguarding people policy as appropriate.

Those persons to whom this policy does not apply should make their compliments and comments to their line manager.

Complimenting us

Compliments are valuable and important to us and when they are received, they will be recorded and reported on. Compliments enable us to:

- understand from our supporters and stakeholders what we do well and the positive difference this makes
- provide positive feedback to our people – whether paid or unpaid
- influence the continued development of what we do, why and how

Commenting on our people or our work

It is always helpful to hear what people think about us; what we do and how.

Comments (and compliments) are welcome because they:

- help to influence the organisational decisions we may make
- help maintain the standards of our activities
- raise issues of real importance and can lead to change for the better

Wherever we can, we will record and report, internally and externally if

required, on comments we receive. We will endeavour to acknowledge compliments and comments wherever possible but whilst this may not always be practicable, please be assured that they are always appreciated.

Complaining about our people or our work

We recognise that there will be times when our trustees, staff and volunteers or third parties working on our behalf make mistakes or get things wrong. Where this happens and where we receive a complaint, we will always take this seriously, record and report on it internally and externally if required, and deal with it in a timely manner.

All complaints will be dealt with constructively, impartially and effectively in accordance with the complaints procedure.

We will always take steps to maintain the confidentiality of your personal information. We will only disclose it to people who need to look into your complaint, and, rarely, to others where we are legally permitted to do so.

Complaints defined

We define a complaint as “an expression of dissatisfaction, however made about actions taken or a lack of action by Power2, or someone acting on behalf of Power2.”

This means that if the complaint is about another organisation, such as a school, Power2 may be able to advise you on how to access that school's complaints procedure but has no authority to investigate such complaints itself.

Although not an exhaustive list, a complaint could be a concern about:

- poor standards of service including accusations of professional incompetence/misconduct
- inappropriate/improper fundraising methods
- criminality within or involving Power2
- non-compliance with Power2's own policies/procedures
- non-compliance with relevant laws and regulations

A complaint is not:

- a general enquiry about or criticism of the charity's work
- a means to address a contractual or legal dispute
- a formal request for disclosure of information
- a minor dissatisfaction which staff and volunteers may deal with on a day-to-day basis
- an issue dealt with as part of a consultation process

Please note: under certain circumstances we may not be able to respond to a complaint for example where:

- you have not identified yourself or provided your contact details

- your complaint is not about Power2
- your expression of the complaint is insufficiently clear
- your complaint has been sent to us and other organisations as part of a bulk mailing or email

Power2 reserves the right to refuse to respond to complaints which are abusive or otherwise discriminatory in nature.

Sharing your compliments, comments and complaints with us

Set out below are the details of how and to whom you should submit your feedback:

	ALL compliments, comments and complaints
Email	Jennifer.s@power2.org
In writing	Executive Assistant to CEO Power2 92-94 Tooley Street London SE1 2TH
Telephone	020 7089 6180

Complaints procedure

Where a complaint has been submitted in accordance with this policy, Power2 will acknowledge your complaint within five working days, explain the process that will be followed and when a decision will be made.

Following a thorough and fair investigation by us to establish the facts surrounding the complaint, we will always attempt to provide a full, written response within 15 working days. There may be occasions where this is not possible, and we will always notify you of this and advise you of the date by which you are likely to receive a response to your complaint against Power2.

When notifying you of the outcome of our investigation and any follow up action taken, we will confirm to whom you should submit an appeal in the event that you wish to contest the outcome. An appeal must be submitted in writing within 15 working days from the date of the letter notifying you of the outcome and must satisfy one or more criteria, detailed below.

Stage 1 complaints

Stage 1 complaints are informal complaints. The general purpose of a complaints procedure is to find a resolution as early as possible. Most complaints will be resolved informally through negotiation and all attempts will be made to ensure

the person complaining is satisfied that their complaint has been dealt with without resorting to formal dispute measures.

Once a complaint has been made Power2 will appoint someone to investigate that complaint. The person investigating will talk with the person complaining to ensure they have the full facts. If the complaint is about another person, the investigator may need to ask some further questions to check that they understand what the complaint is about and may make some notes of this discussion. The investigator will, without making any judgment, seek to find out from the person complaining what result they expect.

Where another person is being complained of, the investigator will have to let that person know that a complaint has been made. This is fair and gives the person complained of a chance to respond. Sometimes the person is not aware that their actions or words have caused distress and an apology is sufficient. Occasionally, the issue may be more complex and Power2 may offer mediation to help resolve a dispute between two people.

If the complaint is about a Power2 procedure or a process, the information will be used to review whether any changes should be made. In these circumstances, it is common to seek other views as well as invite suggestions from the complainant on improvements.

If, at any point during this process it is evident that the complaint is of a serious nature it will be dealt with as a stage 2 complaint.

Stage 2 complaints

Stage 2 complaints are those that need formal investigation. Unless the complaint is immediately escalated to stage 2, only those complaints which cannot be resolved informally will be investigated under stage 2.

The investigations manager will normally meet with the complainant and make a formal written record of the complaint. This record will be largely factual although may include a statement from the complainant about the impact of the issue on them. It will not contain the opinion of the investigator. It may be used as a formal record of events during any subsequent appeal.

Appealing our response

Any appeal must be in writing and satisfy one or more of the following criteria:

- you have new, relevant information to present (which you have not previously submitted)
- we have failed to consider adequately or at all information you provided in connection with the complaint
- the response to your complaint is perverse in that no reasonable person could have reached that conclusion based on the information provided to them

We will acknowledge receipt of your appeal within five working days and will always attempt to provide a full response to your appeal within 15 working days.

There may be occasions where this is not possible, and where this is the case, we will always advise you and notify you of a date by when you may receive a response.

Our outcome response, which will always be in writing, is final; there will be no further redress within Power2 but listed below are external organisations to whom you may contact.

COMPLAINTS – QUICK REFERENCE GUIDE:

Complaint	- Complaint received, preferably in writing – acknowledged within 5 working days by Power2. - Power2 aims to respond in full to complaint within 15 working days - Complainant wishing to appeal (where relevant criteria satisfied) must do so in writing within 15 working days of receiving outcome response by Power2.
Appeal	- Appeal acknowledged by Power2 within 5 working days - Power2 aims to provide full and final response to appeal within 15 working days of appeal being received.

Unresolved complaints

When Power2's complaints procedure has been exhausted, complaints may be made to any statutory body, including but not limited to:

The Charity Commission (England & Wales)

<https://www.gov.uk/complain-about-charity>

The Fundraising Regulator

<http://www.fundraisingregulator.org.uk/make-a-complaint/complaints>

The Advertising Standards Authority

<https://www.asa.org.uk/>

The Information Commissioner's Office

www.ico.org.uk

Legal framework

This complaints policy takes into account all relevant legal requirements, regulations and statutory guidance, including:

- The Children Acts 1989 and 2004.
- Working Together to Safeguard Children 2010.

- Data Protection Act 2018.
- Good Governance: A Code for the Voluntary and Community Sector.
- Statutory guidance relevant to Power2 issued by Power2's regulators including the Charity Commission.
- The Fundraising Regulator's Code of Fundraising Practice.