

Rorys Well Complaints Handling Policy & Procedure

This complaints procedure is for anyone who has engaged with Rory's Well and is unsatisfied for whatever reason.

Our complaints policy

We are committed to providing a high-quality service to all our volunteers, funders and beneficiaries. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

You should complain within 3 months of the event or outcome that you wish to bring to our attention.

You need to tell us what you think went wrong and what you think we should do to put it right. It would be helpful if the complaint contained a factual account, which as far as possible can be objectively evidenced. For example, names, dates, locations, the nature of your specific complaint (advertising, fundraising, project delivery, a service or talk we provided, data protection etc.). Also, please tell us how you wish Rory's Well to resolve the matter.

Please email your complaint to our Administrator www.roryswell.org or post to our mail address at mailing address: Rorys Well, The Keepers, Symn Lane, Wotton under Edge, Glos GL12 7BD

We will ensure that your complaint is:

- treated seriously
- handled fairly without bias or discrimination
- treated confidentially

What will happen next?

1. Rory's Well will send you a letter/ e-mail acknowledging receipt of your complaint **within seven days** of receiving it, enclosing a copy of this procedure.
2. Your complaint will be forwarded to the Rory's Well Chair of Trustees, for consideration or action. This may be at the next scheduled meeting or if the matter is urgent, handled outside the meeting schedule. A single trustee not involved with the circumstances may be tasked with reviewing and resolving the complaint.
3. Rory's Well will look into your complaint. We may need to ask you further questions in order to resolve your complaint. This may involve us contacting you by email or requesting a face to face meeting, if appropriate. We will aim to do this **within 30 days** of sending you the acknowledgement letter/ e-mail. Reviewing a complaint may also involve speaking to any Rory's Well volunteer/s or partners that interfaced with you. The volunteer may request and be sent a copy of your complaint.
4. We will aim to tell you the conclusions from their review and reasons for the outcome **within 60 working days** of when we received the initial complaint. We will write to you to confirm what took place and any solutions agreed with you.

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5. At this stage, if you are still not satisfied, you should contact us again **within 1 month** and we will arrange for the Trustee Committee or someone unconnected with the matter to review the matter.
6. We will write to you **within 14 days** of receiving your request for a review.

The Trustees will look at how the first review was handled, specifically if it:

- addressed the issues of your complaint
- fixed any shortfalls in our service
- conveyed the outcome clearly
- was thorough and fair

We will aim to let you know the outcome **within 30 working days**, confirming our final position on your complaint and explaining our reasons.

This will be our final response to your complaint.

7. If you are still not satisfied, you can then contact the Charity Commission who is the regulator for UK charities.
Please see guidance <https://www.gov.uk/government/publications/complaints-about-charities/complaints-about-charities>
8. For **Fundraising complaints** contact the Fundraising Regulator <https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/> to complain about the way you've been asked for donations or how fundraisers have behaved. Before you do this, please contact us first to give us a chance to correct things.
9. For **Advertising complaints** contact the Advertising Standards Authority to complain about an advertising campaign you think is offensive, deceptive or inaccurate or the amount of emails or mail you get from a charity. Before you do this, please contact us first to give us a chance to correct things. Please note, you can change how often you get emails, phone calls, texts or post from a charity using the Fundraising Preference Service.

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