



Pumpkin and Friends Charity

Complaints policy and procedure

Pumpkin and Friends Charity strives to be excellent in all that we do but we recognise that this cannot always be the case. When we make a mistake we want and need to be informed. We will use the information to endeavour to put things right and to help us to become more effective.

The following complaints policy and procedure sets out how we will approach any complaints made about us.

Complaints Policy

1. A complaint can be made by any individual or organisation who wishes to report dissatisfaction about the standards of service, actions or lack of action by Pumpkin and Friends Charity or its staff, volunteers or anybody directly involved in the delivery of our work.
2. We aim to resolve complaints within 14 days. Where this is not possible the complainant will receive an update within 14 days on progress made to date and when they can expect to receive the outcome.
3. Complainants who have launched a complaint and who are unsatisfied with Pumpkin and Friends Charity's response to that complaint have the right to appeal. The appeals process is described in the procedure below.
4. Everyone who makes a complaint will be treated with courtesy and respect. In return, we expect people who make a complaint to communicate their concerns fairly and appropriately. Where

complainants harass staff, behave abusively, or unreasonably pursue complaints, we reserve the right to withdraw or modify our complaints procedure.

5. We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of appropriate the Board of Trustees in order that we learn from what we do and how we do it. Serious complaints will where legally required be reported to the Charities Commission. This information will not necessarily be available to the public.

Complaints Procedure

How to make a complaint

You can make a complaint to Pumpkin and Friends Charity in any of the following ways:

1. In writing to: The CEO, Pumpkin and Friends Charity, 1 Lisburn Close, Lincoln, LN5 8TB.
2. By email to: pumpkinandfriendscharity@outlook.com

When making a complaint please provide full details of the complaint, together with supporting evidence.

Please provide your full name, full address and full contact details. These details will be kept securely as legally required by the current GDPR and UK legislation, which is currently The Data Protection Act 2018.

Failure to provide full details of the complaint and complainant details will mean that we will be unable to formally reply.

How we will investigate and respond

Within 14 working days of receiving a complaint we will send you either:

1. A final response which addresses the complaint; or

2. A response which explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response.

We will assess your complaint to determine the best way to deal with it and identify the issues to be investigated. An investigation will be undertaken by the CEO of the charity if independent from the issues being raised, or by an independent trustee of the charity. We may need to contact you during this time and your cooperation will be important in order to complete the investigation.

Once the investigation has been completed and the appropriate response and action agreed, we will respond to the complainant with the following information:

1. An email or written response describing the details of the complaint
2. Comments addressing each of the violations alleged in the complaint
3. Explain the investigations undertaken to consider the complaint
4. State the findings resulting from the investigation
5. Explain, where necessary, any improvements made as a result of the complaint

Appeal Process

If you remain dissatisfied with the outcome of the decisions regarding your complaint, you can appeal the complaint decision.

If you wish to appeal the outcome of the decision you should do so in writing or by email to the Head of Pumpkin and Friends Legal (to either the address above or to: pumpkinandfriendslegal@gmail.com), setting out briefly the nature of the complaint/appeal; the steps already taken; details of the response received; and a statement as to why you remain dissatisfied. This should be done within 7 days.

The Head of the legal section will review all the information held relating to your complaint and will conduct further investigations if it consider that the initial investigation was insufficient.

Once the internal review is complete, you will be informed what the decision is and if you are still unsatisfied, what the external appeal options are.

External bodies that you may consider referring to include:

- If related to our fundraising activities, and you are unhappy with our final response, you can refer your complaint to The Fundraising Regulator
- If you have a serious complaint regarding another area of our work and do not feel completely satisfied by our response you can raise a complaint with The Charity Commission