



Registered Charity Number - 1180688

Complaint Handling Statement

At An Hour for Others we are committed to fulfilling our Mission. Part of this commitment is providing high-quality services and support to all our stakeholders. We value feedback and view complaints as an opportunity to improve our services. We encourage anyone who is dissatisfied to voice their concerns, and we will manage all complaints with respect and confidentiality – Together We are Strong.

Complaints Policy

Purpose

The purpose of this policy is to ensure that all complaints are managed fairly, efficiently, and effectively. We aim to resolve complaints promptly and to learn from them to enhance our services.

Definition of a Complaint

A complaint is any expression of dissatisfaction regarding the services provided by An Hour for Others including actions by our staff, volunteers, or wider team.

Scope

This policy applies to all individuals and organisations who experience An Hour for Others.

Responsibilities

The Board of Trustees supports our Charity by overseeing the implementation of this and all policy's. All staff and volunteers are expected to be familiar with the complaint's procedure.

Complaints Procedure - How to Make a Complaint

Complaints can be made in the following ways:

- In Writing: Send your complaint to An Hour for Others 615b Cotton Exchange, Bixteth Street, Liverpool, L3 9LQ.
- By Email: Email us at l.fay@anhourforothers.co.uk.
- In Person: Speak to any member of our team.

When making a complaint, please provide as much detail as possible, including:



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- Your name and contact information.
- The nature of your complaint
- Relevant dates and times
- Names of any staff or volunteers involved.
- Any supporting documentation

Acknowledgment of Complaints

We will acknowledge receipt of your complaint within [5 working days] and provide you with information on how it will be processed.

Investigation Process

1. Initial Review: The complaint will be reviewed by a designated staff member who is independent of the issue raised.
2. Investigation: We may contact you for further information. The investigation will be conducted fairly and thoroughly.
3. Response: Within [14 working days], we will provide a response detailing the findings of the investigation and any actions taken.

Escalation

If you are not satisfied with the outcome, you may appeal the decision by writing to our Trustees. The Trustees will review the complaint and the investigation. If you remain dissatisfied after the internal review, you may refer your complaint to:

- The Fundraising Regulator (for fundraising-related complaints)
- The Charity Commission (for other complaints)

Confidentiality

All complaints will be managed confidentially, and personal information will be protected in accordance with the General Data Protection Regulation (GDPR).

Monitoring and Review

We will maintain a Complaints Log to monitor complaints and report to the Board of Trustees during our meetings.

This policy will be reviewed annually to ensure its effectiveness.



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Policy Reviewed	June 2025
Next Review	June 2026
Responsible Person	Compliance