

Compliments and Complaints Policy

As a Christian organisation, Faithworks (FW) believes that it is responsible not only to society, but also to God, for the way in which its work is carried out.

The general principles of transparency, accountability and good stewardship govern all the actions of trustees, staff and volunteers. Compliments and complaints are therefore taken seriously, regardless of their source.

We treat all complaints as an opportunity to improve. We acknowledge the mistakes that we have made, sincerely apologise for them and then try to prevent them from happening again in the future.

A copy of this policy will be placed on our website and made available upon request to anyone who requests it.

Compliments

Compliments about the performance or impact of a FW program or that of an individual should be sent direct to the person or team to whom they refer, as an encouragement to them in their work. Employees and volunteers are encouraged to report compliments to their Line Manager and Chief Executive in order to see if there is organisational learning that could lead to wider positive impact.

Complaints procedure

Service users or volunteers are encouraged to first of all discuss their concerns with the relevant employee informally to see if there is any immediate resolution that can be actioned.

If the issue cannot be resolved or if a service user or a volunteer has a complaint against the relevant staff member or FW in general, then they can register it in writing by email, post (Faithworks, Heron Court Road, Bournemouth BH9 1DE) or by phone (01202 429037). The first point of contact for any complaint should be to the project leader/ manager. If they are not available, or the complaint is about the team leader, then the initial complaint should be made to the CEO. The CEO may choose to handle the complaint directly, or delegate to an appropriate senior team member.

In all cases, the complaint will be logged. The Project Leader/ Manager will seek to contact the complainant to seek more information and to confirm that the complaint has been received – this will be done within a maximum of 5 working days of receipt.

The details of the case will be investigated (by talking to relevant employee etc.) and a report back to the complainant will be made within a further 10 working days, normally in writing.

If the complainant is not content with the result at this point, then they may appeal to the CEO. The appeal shall be made in writing to the office address listed above. If the CEO led on the response to the original complaint, then an appeal shall be made in writing to the Chair of Trustees at the main Faithworks office address. A further investigation will be carried out and a response provided in writing within 28 days.

There may be rare occasions when we choose not to respond to a complaint at all. These include:

- When a complaint is about something that FW has no direct connection to. We may choose to reply to clear our name, but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation routes, but we may choose not to reply again, we will always inform them of our decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner; or when they are incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.

FW will not respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve as appropriate.

Complaints Specifically in Relation to CMA

In the complaint is in relation to CMA and the complainant has not received a final response from Faithworks within 8 weeks (56 days) from receipt of the complaint or has received a response and doesn't feel it has resolved the complaint then the complainant can contact the Financial Ombudsman Service within 6 months.

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

www.financial-ombudsman.org.uk
complaint.info@financial-ombudsman.org.uk
[0800 023 4567](tel:08000234567) or [0300 123 9123](tel:03001239123)

For further information around complaints then refer to: www.financial-ombudsman.org.uk/businesses/resolving-complaint/ordering-leaflet/leaflet

FW will cooperate fully with the Financial Ombudsman Service (FOS) and will comply promptly with any settlements or awards made by it. The complainant will be made aware that the FOS cannot consider a complaint referred more than 6 months after the summary or final response was sent, or more than 6 years after the event complained of, or (if later) 3 years from the date on which the complainant became aware that they had a cause for complaint.

Complaints log

All complaints and actions taken as a result will be recorded and reported to the trustees at their regular meetings.

Serious complaints will be brought to the trustees' attention as they arise, and they will then be kept informed of the investigation and any action taken as a result.

Review of this policy

This policy will be reviewed regularly by the trustees of Faithworks. Previous reviews/versions are shown below:

Date of review	File name	Where reviewed
June 2019	FWW Compliments & Complaints Policy Jun 2019.com	Trustee Board
February 2022	FW Compliments & Complaints Policy Feb22.doc	Trustee Board