FAITHWORKS

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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. Therefore, all compliments and complaints are taken seriously.

We define a complaint as “an expression of dissatisfaction, whether justified or not, about Faithworks' services, staff, volunteers, activities or decisions, where a response is reasonably expected”.

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

This policy applies to service users, beneficiaries, supporters, donors, partner organisations, members of the public, volunteers and anyone affected by Faithworks' activities.

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 both encourage the team and also to assess if there is organisational learning that could lead to wider positive impact.

Complaints Procedure

We are committed to making our complaints process accessible. We will provide reasonable adjustments where required, including supporting individuals who may need assistance to make a complaint. No individual will suffer detriment, discrimination or adverse treatment as a result of making a complaint in good faith.

Anyone who is unhappy with a person or service relating to Faithworks is encouraged to raise their concerns informally with the relevant employee or project lead to seek an early resolution.

If the issue cannot be resolved informally then they can register a formal complaint, either verbally or in writing. 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 Business Support Manager or CEO. The Business Support Manager or CEO may choose to handle the complaint directly, or delegate to an appropriate senior team member.

Any complaints regarding trustees should be directed to the Chair. Any complaints relating to the Chair should be directed to a different trustee. Any complaint regarding the CEO should be referred directly to the Chair of trustees.

Any complaint involving actual or suspected abuse, neglect, exploitation or safeguarding concerns will be referred immediately to the Designated Safeguarding Lead and handled in line with the Safeguarding Policy.

In all cases, the complaint will be logged. The person leading the complaint response will contact the complainant to seek more information and to confirm that the complaint has been received – this should be within 5 working days of receipt.

The details of the case will be investigated and a report back to the complainant will be made within a further 10 working days. The report will normally be in writing. If an investigation is likely to take longer than the stated period, we will inform the complainant of the reason for the delay and provide a revised timescale.

If the complainant is not content with the response, then they may appeal to the CEO (or Chair of trustees where the complaint is about the CEO or other Trustee). Wherever possible, appeals will be reviewed by a senior member of staff or a trustee who has not previously been involved in the investigation. A further investigation will be carried out and a response provided in writing within 28 days.

There may be rare occasions when we decide not to respond to a complaint or enter into any further correspondence. 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 and the process of appeal has been completed . Following appeal we may choose not to respond further. Where this is the case we will inform the complainant of this.
- When a complaint is incoherent or illegible, despite efforts made to clarify.
- 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.
- Where behaviour becomes unreasonable, threatening or abusive, we may limit contact while ensuring the complaint itself is properly considered.

Anonymous complaints will be considered on their merits. While we may be unable to provide a response, we will assess the information provided and take action where appropriate.

Complaints Specifically in Relation to CMA

In the complaint relates 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 or 0300 123 9123

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. Trends and themes will be reviewed periodically to identify learning opportunities, service improvements and risk management actions.

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.

Link to other Policies

This policy should be read in conjunction with:

- Safeguarding Policy
- Whistleblowing Policy
- Data Protection Policy
- Grievance Policy (for staff)
- Disciplinary Policy

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	Trustee Board
February 2022	FW Compliments & Complaints Policy Feb22	Trustee Board
November 2023	FW Compliments & Complaints Policy Nov23	Trustee Board

Change Log

Date of review	Changes Made	Section
September 2026	Full Review	All