



Helping Young People
Help Themselves

COMPLAINTS POLICY

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Complaints Policy

1. No Limits Statement

- 1.1 No Limits strives to provide an effective and excellent service to children, young people and their families. If we fail to do this, we want to know about it and actively welcome feedback from all those concerned. This will enable us not only to deal with a specific problem but also avoid it happening again.
- 1.2 Our complaints policy sets out how an external party can make a complaint to No Limits.

2. Introduction

- 2.1 This document sets out the approach we will follow when we receive a complaint from users of the service, an organisation, member of the public, or other external party.
- 2.2 Complaints might include the following:
 - (a) Dissatisfaction with our service e.g. unacceptable delay or failure to deliver a service, etc.
 - (b) Disputes between a service user and No Limits regarding policy, procedures or activities.
 - (c) Concerns about the performance or conduct of our staff or volunteers.
 - (d) Complaint around any area of our fundraising.

3. Making a complaint

- 3.1 A complainant should clearly identify that their reason for contacting us is to raise a formal or informal complaint. A complaint can be made by contacting No Limits in the following ways:

No Limits Head Office, 35 The Avenue, Southampton, SO17 1XN

Telephone: 02380 224224

Email: enquiries@nolimitshelp.org.uk

Website: www.nolimitshelp.org.uk via the Contact Us page.

The complainant will be contacted by the Manager of the appropriate service, to discuss the complaint. This can be done in person or by phone/email, whichever is appropriate to the complainant. The Manager will keep a record of the conversation on the complaints monitoring sheet.

- 3.2 The Manager will endeavour to resolve the matter.
- 3.3 If the complaint involves a member(s) of staff the Manager should offer the opportunity for the member of staff to put forward their account either by written statement or by meeting with them (records of this meeting will be made).
- 3.4 If the complaint is of a serious nature (this would include any risk to individuals, or the organisations reputation, funding or credibility), or an investigation brings serious issues to light, this will be immediately escalated to a member of the No Limits Senior Leadership Team.
- 3.5 After investigation, the investigating Manager should contact the complainant with the results of their investigation (either by telephone or in writing).
- 3.6 No Limits is committed to acknowledging all formal complaints within seven days and aims to resolve all complaints within four weeks. In the case of more serious complaints this may take longer, but complainants will be kept informed of progress.
- 3.7 If the complainant remains dissatisfied with the result of the investigation and the resolution offered, then the complaint will be passed to a Senior Manager who will then review the complaint to ensure proper procedures and investigation were followed, as well as reviewing whether the resolution offered was appropriate.
- (a) If, after reviewing the procedures they discover discrepancies, a further investigation will be carried out.
 - (b) If, after reviewing the procedures, they are happy that the procedures were followed correctly and the complaint has been addressed, the matter will be closed.
- 3.8 No Limits will only review an original response to a complaint once, and when the Senior Manager is satisfied that the response and the outcome were satisfactory, there will be no further investigation or appeal.

4. Confidentiality

- 4.1 All concerns and complaints will be treated with discretion, and, as far as possible will be treated in confidence. However, some information will have to be shared with those involved in order that the complaint can be investigated; and where there is a statutory requirement, specific agencies will be notified.

5. Recording and Monitoring Complaints

- 5.1 All complaints received must be recorded, even if the complaint is resolved informally. Both informal and formal complaints will be recorded by the Business Support Manager on a central recording system, and the Senior Leadership Team will be made aware of all complaints. Formal complaints will be reported to the Board of Trustees summarising the nature of complaints received and how they were resolved.

6. Fundraising Complaint

- 6.1 No Limits is regulated by the Fundraising Regulator.
- 6.2 If you have a complaint about any area of our fundraising, we would appreciate your feedback and will do our best to resolve the situation as quickly and positively as possible.
- 6.3 If you are dissatisfied with the response received, you are entitled to take your complaint to the Fundraising Regulator for an independent investigation.
- 6.4 The Fundraising Regulator's contact details for England are:

Fundraising Regulator

Eagle House

167 City Road

London, EC1V 1AW

Tel: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk