

## **COMPLAINTS PROCEDURE**

The Maggie Oliver Foundation is committed to maintaining high standards across all aspects of its work. However, we recognise that there is possibility that we may sometimes fail to meet the high standards that we set for ourselves. We welcome feedback which helps us to improve our work and the support we offer.

### **Scope of this Document**

This procedure applies to anyone receiving or requesting support, ambassadors, donors and other stakeholders.

It covers complaints about the standard of the services we provide or about the behaviour of our employees, volunteer ambassadors and trustees.

### **What to do if you have a complaint.**

If there is anything to do with The Maggie Oliver Foundation about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again.

### **Dealing with Concerns and complaints Informally**

If you have a concern or complaint relating to your interaction with The Maggie Oliver Foundation you should, where possible, start by talking it over directly with the person(s) involved and clearly outline what you feel should be done to alleviate or rectify the situation. You may be able to agree a solution informally between you.

### **Formal complaints**

If the matter is serious, or you feel it has not been satisfactorily resolved by the initial team member, and/or you wish to raise the matter formally please contact our Chief Executive Officer at [jennie@themaggieoliverfoundation.com](mailto:jennie@themaggieoliverfoundation.com) with your name, contact details and information about your complaint.

You can also write to us at: The Maggie Oliver Foundation, 7 St Petersgate, Stockport, SK1 1EB.

### **What we will do on receiving your complaint**

- We'll listen, record your complaint and advise you how it will be handled.
- Your complaint will be investigated by an appropriate member of the team who will listen to all employees, volunteer ambassadors, and individuals affected or involved.
- We'll take action to resolve the problem and tell you what that action is.
- At all times we will treat you with understanding and respect. We ask that you do the same for our employees and volunteer ambassadors.
- Confidential information in relation to your complaint will be handled sensitively and in accordance with our Confidentiality, Privacy and Safeguarding Policies.
- We are not able to respond to anonymous complaints. The exception to this is in matters relating to safeguarding concerns, but we would encourage complainants to identify themselves on the grounds that any complaint will be handed in confidence and with sensitivity.
- We cannot deal with matters for which The Maggie Oliver Foundation is not directly responsible, unless it involves a child protection or safeguarding issue.
- A register of written complaints will be kept and shared with our Board of Trustees.

### **Complaint response times**

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately. However, we will act as promptly as we can.

You will receive an initial acknowledgement and/or response within five working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required, we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you.

### **What constitutes a complaint?**

We regard a complaint as any expression of dissatisfaction with any aspect of The Maggie Oliver Foundation which is under the control of the Charity, its employees or volunteer ambassadors.

### **What if our response does not satisfy you?**

If you are not happy with our response, please let us know and your complaint will be reviewed by one of our Trustees. If you are still not happy that your complaint has been handled effectively, The Maggie Oliver Foundation is governed by the Charity Commission. You can find details about how to escalate a complaint with them and what sort of issues they will get involved with on this website <https://www.gov.uk/complain-about-charity>

### **Accessibility**

***If any aspect of our Complaints Procedure causes you difficulty on account of a disability or other factor, please get in contact with our Chief Executive Officer at [jennie@themaggieoliverfoundation.com](mailto:jennie@themaggieoliverfoundation.com), who will try to assist with reasonable adjustments to support you.***

### **Monitoring and Reviewing**

This procedure will be monitored periodically and will be updated in accordance to changes in the law and best practice guidance. The Board of Trustees will review this policy annually, review any trends in the nature of complaints, and ensure any learnings are incorporated into our operations.

*Approved on: June 2022*