

Complaints handling policy

Help Impact (“the Charity”)

1. Purpose

- 1.1 The purpose of this policy is to detail the principles and processes that govern how the Charity handles complaints.
- 1.2 A complaint is generally an expression of dissatisfaction in relation to some actions performed as well as to actions not undertaken. In case it is not clear whether a concern or a complaint was raised, the Charity’s policy is to treat it as a complaint and take all the required actions to deal with it effectively.

2. Responding in a timely way

- 2.1 The Charity aims to resolve the complaints as quickly and efficiently as possible.
- 2.2 When a complaint is received, the Charity should thoroughly review the issue and set realistic deadlines to resolve it. If the set deadlines cannot be met, the Charity should update the complainant accordingly and provide the reasons for the delays.

3. Investigating in a fair and thorough manner

- 3.1 The Charity should investigate all complaints thoroughly and fairly. This includes but is not limited to reviewing all relevant evidence, discussing the situation with both the complainant and the people complained about. Also where relevant evidence should be obtained from third parties.
- 3.2 After a complaint is received the Charity should acknowledge its receipt and explain the process of its investigation.
- 3.3 If practically possible, the Charity’s staff and volunteers should be informed if a complaint was made about their actions. The Charity acknowledges its duty of care to staff and volunteers complained about as well as to complainants.

4. Making a decision

- 4.1 When making a decision the Charity should ensure that it has sufficient reasons based on evidence. The decision should be fair and appropriate.
- 4.2 The Charity should reach decisions in relation to every part of the complaint if applicable.
- 4.3 The Charity should clearly report its decision to all the parties involved in the complaint.

5. Dealing with respect

- 5.1 The Charity should always treat all the parties involved in the complaint with respect.

6. Responding to a complaint

6.1 The Charity should provide a clear response explaining its decisions and how it arrived to conclusions. In case there are things to be improved, the Charity should act accordingly and apologise where appropriate.

7. Learning from a complaint

7.1 The Charity should keep clear records of the complaints received, decisions made and reasons for these decisions.

7.2 The Charity always takes every complaint very seriously and considers a complaint to be a source of improvement and learning. The complaints should be discussed within the Charity to conclude what can be learnt from the experience of handling a complaint. The Charity should always search for ways for improvement if relevant.

8. Monitoring and review of this policy

8.1 This policy is reviewed annually by our board of trustees to ensure that it is achieving its objectives.

9. Contact details

9.1 In case you have any questions or comments or would like to make a complaint, please contact us via email info@helpimpact.org. Alternatively please send us a letter. Our postal address is 24 Brewery Lane, Twickenham TW1 1AW, United Kingdom.