



COMPLAINTS POLICY

Introduction

FaithInvest is committed to providing high quality services, and to continuously improve those services. We welcome feedback on any aspect of our work, including complaints, comments, compliments and suggestions. This policy covers complaints only.

Whilst we always aim to get things right first time, we know that there are times when we don't always succeed. If you are unhappy about the quality of the services or engagement that you have received, we want to hear about it. Without your feedback, we cannot improve.

How to make a complaint.

Informal process

- 1) If you are not happy about a service received or interaction with a member of staff from FaithInvest, we would ask that you first let the staff member know directly, to see if this is simply a miscommunication or an issue that can be resolved easily and informally through explaining the nature of your complaint and how you would like to see this resolved.

Complaints process

- 2) However, if you do think it is appropriate to address your complaint directly to the staff member concerned, or you have already raised your concern with the staff member and you do not feel that your complaint has been appropriately dealt with, you should email the Chief Operating Officer.
- 3) Please email jenny.couper@faithinvest.org.uk detailing: the nature of the complaint; the staff member(s) concerned in this complaint; and the date on which this occurred.
- 4) The Chief Operating Officer will keep a register of all complaints received. They will respond to you in writing within 5 working days confirming receipt of your complaint. They will also outline how we intend to investigate this complaint and how long we expect this to take.
- 5) Once we have investigated your complaint, we will write to you outlining the actions that we have taken to resolve your complaint.

Appeals process

If you are not satisfied with the outcome of the complaints process, you can follow our appeal process.

You must contact us again within 14 days of receiving our initial response to confirm that you would like to escalate this complaint and the reasons for this.

At this stage, the Chief Executive will consider your appeal as quickly as possible. This will involve both a reconsideration of the original complaint and a review of how the complaints procedure was applied.

The outcome of the final appeal will be provided in writing to the complainant. The final appeal decision will be final.

Options after appeal

The Charity Commission regulates registered charities in England and Wales. They make sure that charities are accountable, well-run and meet their legal obligations. The Commission will receive complaints related to suspected serious abuse or illegal activity at a charity. Further information is available on the gov.uk site, using this link: <https://www.gov.uk/complain-about-charity>

Confidentiality, GDPR and data protection

We will only tell those people involved in resolving your complaint about it. However, please note that sometimes we may need to share your complaint or concerns with other individuals to understand the situation fully.

After the complaint is resolved, we will keep a summary on record, in line with our GDPR and data protection policy.

We will also use anonymised information from complaints to make sure we learn and improve our services.