



Summit House, 50 Wandle Road, Croydon, CR0 1DF

## Complaints Policy and Procedure

Reviewed: May 2019

### Introduction

The work Phab does for disabled and non-disabled children, young people and adults and the income generating activities we undertake to raise funds to support that work mean that thousands of people engage with Phab every year as beneficiaries, donors and volunteers.

Our range of charitable programmes is very broad and, to keep costs as low as possible, they are managed by a small head office team with support from our Regional staff and volunteers. Because of the scale of our activities, we recognise that, despite our best efforts, processes and training, there is always the possibility that we may, on occasion, fail to meet the high standards that we set for all our activities.

We view legitimate complaints positively as they are one of the ways we have to make sure we keep improving our customer service standards and the quality of everything that we do.

### What to do if you have a complaint

If there is anything to do with Phab 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.

In particular we take safeguarding extremely seriously. If you have any concerns about the behaviour of one of Phab staff, volunteers, guests or members in any situation, it is vital that you tell us about it immediately so that appropriate action can be taken. Phab's Safeguarding Policy can be found on the website [www.phab.org.uk](http://www.phab.org.uk)

All formal complaints are directed to our Chief Operations Officer to ensure they receive a high priority.

### How To Contact Us

Often the easiest way for you to register a complaint, and for us to resolve it, is by phone. Simply call 020 86679443. Our phone lines are open Monday to Friday from 09:00 – 17:00

You can email us at [\*\*info@phab.org.uk\*\*](mailto:info@phab.org.uk)

You can also write to us at

FAO Chief Operations Officer  
Phab  
Summit House  
Wandle Road  
Croydon  
CR0 1DF

### **What We Will Do on Receiving Your Complaint**

- We will listen, record your complaint and advise you how it will be handled
- We will investigate whenever necessary. If the complaint involves a member of staff or volunteer, we will not divulge the name of the complainant during an investigation unless we are specifically given permission to do so.
- We will take action to resolve the problem and tell you what that action is.
- We will take steps to avoid a repeat occurrence.

We will treat you with understanding and respect at all times. All we ask is that you do the same for our staff.

Confidential information in relation to your complaint will be handled sensitively.

We are not able to respond to anonymous complaints. We do not deal with matters for which the Charity is not directly responsible unless it involves a safeguarding issue.

Please note that Phab does not use any cold calling techniques, directly or via third parties, as part of its fundraising activities.

### **Complaint Response Times**

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.

You will receive an initial acknowledgement and/or response within ten 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 Legitimate Complaint?**

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of Phab which is under the control of the Charity, its staff or volunteers.

## **What If Our Response Does Not Satisfy You?**

If your complaint relates to fundraising, and we are unable to resolve it to your satisfaction, you can refer it to the **Fundraising Regulator**, the independent regulator of charitable fundraising of which Phab is a member. They can be contacted via their website [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk) or at 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH. Tel: 0300 999 3407

Ultimately, you have recourse to the online complaint form at the Charity Commission [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)