



## Complaints Policy

Our Special Friends strives to provide exceptional client, volunteer, and supporter service. This means we take complaints seriously, will respond as quickly as possible, we welcome all feedback, and view complaints as an opportunity to improve. We will:

- treat all complaints seriously and deal with them properly
- treat you with courtesy and fairness in all your dealings with us
- resolve complaints promptly whenever possible
- learn from complaints and take action to improve

A complaint is defined as being any expression of dissatisfaction with the service that the organisation provides, whether it is justified or not.

### OSF Complaints Procedure

1. If you want to make a complaint about the organisation's work, this must be done in writing (by email or post), and the complaint should be sent to the Chief Executive or the Trustee Board; or the Trustee Board alone if the complaint is about the Chief Executive.
2. When a complaint is received, it will be recorded to ensure it is tracked and responded to within the specified timescales:
  - The CEO/ Trustee Board will acknowledge receipt of the complaint within 5 working days
  - We will investigate your complaint as quickly as we can and will respond fully within 20 working days.
  - If we need to make further investigations, we'll write to give you an update and to tell you how long we think it will take to resolve.
3. The Chief Executive will arrange for an investigation into the circumstances which led to the complaint being made. If the complaint is about the Chief Executive, then the Trustee Board will arrange for the investigation to take place.
4. Once the investigation is complete the Chief Executive, or the Chair of the Trustee Board if the complaint is about the Chief Executive, will write to the complainant.
5. This response will, when appropriate, offer an apology and / or offer a solution to resolve the complaint. This letter will also advise the complainant of their right to appeal against any decision made, and whom they should contact to escalate the complaint
6. Exceptions. The only occasions when we will not respond are as follows;
  - when a complaint is illegible or incoherent
  - when a complainant is being abusive or offensive to one of our employees or volunteers

### If you are still not satisfied

If you made a complaint regarding fundraising and you are not satisfied with the outcome of our investigation, you have two months to refer the complaint to the Fundraising Regulator. Our Special Friends is committed to best practice in fundraising and we are a member of the Fundraising Regulator.

You can contact the Fundraising Regulator by:

- emailing [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)

- calling 0300 999 3407 (Monday to Friday, 09.30 am – 4.30 pm)
- sending a letter to Fundraising Regulator, 50 Featherstone Street, London, EC1Y 8RT

If your complaint is related to another area of our work and you do not feel satisfied by our response, then you can contact The Charity Commission. Contact details are:

- The Charity Commission website
- PO Box 1227, Liverpool, L69 3UG
- Tel. 0845 3000 218

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