

## **CHAIN OF HOPE**

### **COMPLAINTS PROCEDURE**

#### **Our Commitment:**

The Chain of Hope is a charity with an excellent reputation. We work with a wide range of people and organisations across many countries. In order to maintain our reputation, which we value greatly, we would like to hear from you if you are dissatisfied with a representative of our organisation or with a service that you may have received from us.

We take all complaints seriously. By listening to your complaints and acting upon them, you give us an opportunity to improve what we do and how we do it.

All complaints will be treated confidentially, however depending on the nature of the event we may need to share the details with a third party.

**If your complaint is of a Safeguarding nature**, then please refer to our Safeguarding policy which can be viewed here:

#### **What is a complaint?**

A complaint is any expression of dissatisfaction about the Chain of Hope that requires a response.

#### **What is a complaints procedure?**

The formal complaints procedure below sets out what will happen when a complaint is received so that

- Everyone is clear about what to expect and
- It ensures that all complaints are dealt with fairly and consistently
- and wherever possible your complaint is resolved to your satisfaction

#### **Stage One**

Wherever possible, complaints should be resolved locally and informally by communicating with the person responsible for your dissatisfaction. This can be achieved by

- acting promptly after you experience any dissatisfaction;
- by being clear what the problem was for you and  
Explaining what outcome you would like to see.

#### **Stage Two**

If you are not satisfied by the response you receive, then put your complaint in writing, covering the points listed above, and address it to

#### **The Complaints Co-ordinator**

Chain of Hope  
1 Lyric Square,  
London W6 0NB

**Phone:** 020 7351 1978

**Email:** [mariam@chainofhope.org](mailto:mariam@chainofhope.org)

The Complaints Co-ordinator will confirm receipt of your complaint within 5 working days and will write to you to tell you how your complaint will be dealt with. This will normally be dealt with by the person's line manager and be resolved within 15 working days. If we think it will take longer we will inform you.

### **Stage Three**

If you are still unhappy with the response you have received, then you can write to the Chief Executive and ask for your complaint to be reviewed. The CEO will confirm receipt of your complaint within 5 working days and attempt to resolve it within 15 working days.

### **Stage Four**

If you are still unhappy with the response you have received, then you can write to the Chair of Trustees and ask for your complaint to be reviewed. The Chair of Trustees will confirm receipt of your complaint within 5 working days and attempt to resolve it within 15 working days.

**Please Note:** *If your complaint is about the CEO, then you should write directly to the Chair of Trustees. If your complaint is about a trustee of the charity, then you should write to the CEO or the Chair of Trustees.*

### **Contact Details:**

**Complaints Co-ordinator** – Mariam Gadelrab-Blackburn - [mariam@chainofhope.org](mailto:mariam@chainofhope.org)

**Chief Executive Officer** - Emma Scanlan - [emma@chainofhope.org](mailto:emma@chainofhope.org)

**Chair of Trustees** – Dr Gavin Wright- [gavin@chainofhope.org](mailto:gavin@chainofhope.org)

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the Fundraising Standards Board, the self regulator for fundraising in the UK, to consider it by:

- submitting your complaint through the FRSB website [www.givewithconfidence.org.uk](http://www.givewithconfidence.org.uk)
- writing to Fundraising Standards Board, 65 Brushfield Street, London E1 6AA, or
- calling – 0333 321 8803

Chain of Hope is a member of the Fundraising Standards Board and we agree to abide by its decisions. Please note that the Fundraising Standards Board can only consider complaints received within 3 months of the original incident. The Fundraising Standards Board will investigate your complaint within 20 working days of receiving it and if you are not satisfied with its conclusions, you can request that their Board of Directors look at it again. Their decision will be made within 60 calendar days, will be final and will be made public

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