



# COMPLAINTS POLICY

VERSION NO	APPROVED BY	DATE	REVIEW
V0.1	SLT	June 2024	June 2025

## **1. Purpose of the policy**

CPAS aspires to excellence in all our work, including the activities and services provided to our stakeholders. However, we recognise there may be occasions where things don't go as well as we hope and as a learning organisation, we want to be informed so we can put things right and become more effective. We aim to ensure that complaints, wherever possible are resolved and that relationships are repaired and improved.

This policy sets out how stakeholders can make a complaint and how that complaint will be managed.

## **2. Scope of the policy**

This policy applies to complaints that relate to any aspect of our activities and services. A complaint can be made by any supporter, partner organisation or individual with whom we work. If you are a child or young person accessing a CPAS service and have concerns about your own safety or protection please contact our Safeguarding Manager. Staff who wish to raise a concern should use the Grievance Policy.

We will not generally investigate anonymous complaints and will not generally respond to complaints made on behalf of other people (excluding parents/carers) and complaints that are repetitious or vexatious will not be progressed.

## **3. What is a complaint?**

A complaint is an expression of dissatisfaction with any aspect of our work and could include (but is not limited to):

- Concerns about a CPAS event, resource or communication
- Concerns about the application of one of our policies, including safeguarding
- Concerns from a supporter or member of the public about a fundraising campaign
- Concerns about the behaviour of our staff, volunteers or consultants

## **4. Role and responsibilities**

- The Director of Operations and Finance has overall responsibility for this policy
- Employees are responsible for following this policy when they receive a complaint from a stakeholder
- Managers are responsible for reviewing customer complaints in line with this policy
- Senior managers are responsible for reviewing complaints appeals in line with this policy

## **5. How can complaints be submitted?**

Complaints can be submitted in the following ways:

- In person to any staff member
- By phone: our phone number is 0300 123 0780
- by email: the address to use is [info@cpas.org.uk](mailto:info@cpas.org.uk)
- by post: our postal address is Sovereign Court One, Sir William Lyons Road, Coventry, CV4 7EZ

## **6. Complaints process**

We expect to deal with most complaints in an informal way in the first instance. Staff and volunteers will do their best to respond to issues as they arise, but if this proves to be

unsatisfactory the complainant may choose to register a formal complaint. This should usually be done in writing.

- An individual submits their complaint using one of the methods set out in section 5. They should provide:
  - a summary of their complaint – what happened and when?
  - supporting evidence (if relevant)
  - a preferred contact method
- the complaint is acknowledged on receipt by CPAS. The complainant will be told at that point when they can expect to receive a response
- the complaint is investigated by a manager within 20 working days. If it is not reasonably practicable to conclude within this time frame, we will inform the complainant and update them of progress.
- the complainant is told the outcome of the investigation via their preferred contact method. Possible outcomes are:
  - the complaint is fully or partially upheld and a response given to any changes or training that may be put in place
  - the complaint is not upheld. If so, the customer will be told why

## **7. Complaints appeal process**

If a complainant is not happy with the outcome of an investigation into their complaint they can ask for their complaint to be reconsidered. If so, a senior manager will review the complaint and use the same process as set out in section 1. This is the final stage of CPAS's complaints process and the appeal decision is final.

## **8. 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 their website – [www.gov.uk/complain-about-charity](http://www.gov.uk/complain-about-charity)

If your complaint is about a fundraising activity you can (after four weeks from making an initial complaint) refer the complaint to the Fundraising Regulator via telephone on 0300 999 3407 or [www.fundraisingregulator.org.uk/compliants/make-complaint](http://www.fundraisingregulator.org.uk/compliants/make-complaint).

The Information Commissioner Office is the UK's independent authority set up to uphold information rights in the public interest, making people aware about their data protection and information rights. If you have a concern about CPAS's information rights practices you can report directly via telephone on 0303 123 1113 or [www.ico.org.uk/make-a-complaint/](http://www.ico.org.uk/make-a-complaint/)