

The Charity of Mrs Mabel Luke

Charity Commission Reg. no: 236518

Registered Provider no: 4840

Complaints procedure

	Event	Timescale (working days)	Responsibility
	Stage 1 complaints		
1	Complaint received by the Clerk or a Director and is acknowledged	Ack within 2 wd of receipt	Clerk/Director
2	Complaint passed to Chair	Same day	Clerk/Director
3	Chair decides who should investigate the complaint, usually but not necessarily the Chair of the relevant Committee	2 wd	Chair
4	The investigator contacts the complainant in person or by telephone or email: - acknowledges receipt of the complaint - introduces him/herself as the person who will be dealing with it	1 wd of referral by Chair	Investigator
5	The investigator gathers the necessary information, meeting the complainant, any representative they have and/or other people as necessary to establish the facts	As quickly as possible	Investigator
6	The investigator reaches a conclusion on whether or not the complaint should be upheld and what actions the Charity should take in response. - if the complaint is upheld, the investigator will consider what the Charity can do to put things right. In some cases, a goodwill gesture or some form of recompense might also be appropriate - if the complaint is not upheld, it might be necessary to refer the complainant to another organisation which could help If it takes longer than 5 wd: - the investigator contacts the complainant and explains the delay	Within 5 wd of receipt of complaint	Investigator
7	The investigator briefs the Chair/designated Director and they agree the Charity's response to the complainant and actions to be taken by the Charity If it is now more than 10 wd , the investigator will contact the complainant, explain the delay and give a date by which the response will be received. The date will not exceed a further 10 wd without good reason	Within 10 wd of receipt	Investigator/ Chair/Director

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8	The investigator writes to the complainant with the outcome of stage 1 giving: • reasons for any decisions made • details of any remedy offered • details of any outstanding actions The complainant is told this completes stage 1 of the Charity's procedure but if the complainant is dissatisfied s/he may go to stage 2 by requesting a review within 21 wd of the date of the stage 1 outcome letter.	Within 10 wd of receiving complaint	Investigator
9	The investigator writes a short report, including any recommendations for changes to the Charity's policy or procedures. Passes to Chair who considers whether further action is necessary and if the report should go to Board	Within 10 wd of completion of stage 1	Investigator and Chair
Stage 2 complaints			
10	Request for review received from complainant and passed to Chair	Within 10 wd of completion of stage 1	Director/Clerk
11	Chair and one other Director not previously involved review the case, meeting the complainant and/or representative if appropriate	Within 2 wd of receipt of appeal	Chair and Director
12	If Charity decides not to take complaint to stage 2, the complainant will be told, in writing: • the reason • that the response to stage 1 is Charity's final response • how to refer to Ombudsman	Within 5 wd of receipt of request	
13	If Charity takes complaint to stage 2: • Conclusion reached and response decided • Complainant informed in writing with reasons for decisions and details of any remedy offered • Advised how to go to Designated Person and/or Ombudsman if not satisfied with outcome If response takes longer than 20 wd • the investigator contacts the complainant and explains the delay • gives date for response not more than another 10 wd without good reason	Within 20 wd of receipt of appeal	
14	The Chair writes a short report for Board, including any recommendations for changes to the Charity's policy or procedures and lessons learned	Next Board meeting	Chair

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15	The Clerk retains all the relevant documentation, including the reports, and provides to a Designated Person or the Ombudsman if required		Clerk
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