

Complaints Policy

Introduction

Sunshine Sunflower Foundation aims to provide the highest quality service for young people and their families, and supporters. We welcome an opportunity to respond to concerns. The charity takes all complaints seriously as they provide an opportunity to improve and maintain the high standards we aim to achieve.

Policy Statement

Sunshine Sunflower Foundation aims to:

provide a fair complaints and compliments procedure which is clear and easy to use for anyone wishing to make a complaint or provide positive feedback;

publicise the existence of our procedure so that people know how to contact us to make a complaint;

ensure that everyone at Sunshine Sunflower Foundation knows what to do if a complaint is received;

ensure that all complaints are investigated fairly and in a timely way;

ensure that complaints are, wherever possible, resolved and that relationships are repaired; and

gather information which helps us to improve what we do.

Procedure

Sunshine Sunflower Foundation welcomes informal feedback at any time, and we listen to comments through all of those means, both those that are complimentary and supportive of the service provided, as well as those that are asking for changes to the way that services are delivered. If you want to lodge a specific complaint more formally about aspects of Sunshine Sunflower Foundation's services, you can do so by writing to the Chair of Trustees.

If the service we provide is unsatisfactory, please follow the complaints procedure below. This is available to those who use Sunshine Sunflower Foundation services, including volunteers and those affected by our fundraising activities.

You should share your concerns or register a complaint when you are dissatisfied with any aspect of Sunshine Sunflower Foundation's services or activities. Complaints or suggestions can be received by email or in writing. You can make your complaint using your preferred method and format of communication. The Sunshine Sunflower Foundation can arrange appropriate support to ensure equal access to this procedure for all.

Contact Sunshine Sunflower Foundation with your complaint in one of the following ways:

Write to: Chair of Trustees, Les Mettrick Sunshine Sunflower Foundation 1 The Square Jos Lane Shepley HD8 8DH

E-mail: themettricks@talktalk.net

The Sunshine Sunflower Foundation will acknowledge your complaint within seven working days of receipt, and we will advise you who will be dealing with the matter and when you can expect a full response.

Confidentiality

Wherever possible, Sunshine Sunflower Foundation will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will usually only be shared with those who need to know in order to help resolve it.

There may however be occasions when Sunshine Sunflower Foundation cannot provide absolute confidentiality. This may for example arise in circumstances where a vulnerable young person may be at risk of harm. In these circumstances Sunshine Sunflower Foundation's safeguarding procedures will take precedence over this procedure and any relevant information will be shared with others concerned in the safety and welfare of service users.

All personal information will be handled in line with the Data Protection Policy, which meets the requirements of the Data Protection Act of 1998 and the General Data Protection Regulation (GDPR) of 25 May 2018.

Record of Complaints

Sunshine Sunflower Foundation will keep a record of all complaints for 24 months. This information will not be used for any other purpose. In accordance with data protection law, you may request to view the information being held regarding your complaint and may request that it be put beyond use (although if you do this before the complaint investigation has been resolved, this may render the original complaint void).

The Fundraising Regulator

If the complaint relates to fundraising, the record will be available to the Fundraising Regulator, upon request, along with a record of all communication.

If you are dissatisfied with the outcome of the investigation, you may refer your complaint to the Fundraising Regulator who will independently investigate your complaint. They advise that you should do so within two months of receipt of the complaint investigation outcome. You can contact the Fundraising Regulator on their website: www.fundraisingregulator.org.uk/make-a-complaint/complaint

This policy is to be read in conjunction with the following policies:

Data Protection Policy and Safeguarding Child Protection Policy





Date Written 20th November 2023

Director: Debbie Lumb

Signed:



This policy has been agreed by the following Trustees at Sunshine Sunflower Foundation:

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|-----------|---|----------------------------|---------------------------------|
| Signature |  | Name: Les Mettrick (Chair) | Date: 11 th Jan 2024 |
| Signature |  | Name: Lee Paxton | Date: 11 th Jan 2024 |
| Signature |  | Name: Hayley Sykes | Date: 11 th Jan 2024 |
| Signature |  | Name: Jackie Mc Gregor | Date: 11 th Jan 2024 |