

## Shine21 Complaints Policy



We commit to giving you the best service we can by

- Providing good quality complaints policy.
- Our commitment to you, we are committed to giving you the best service we can by:
- Providing good quality service
- Communicating effectively
- Acting fairly and impartially
- Regular evaluating our service and listening to your opinions and views

### How we will deal with your complaint

- We want to help to resolve your complaint as quickly as possible. We will acknowledge and provide an initial response to your feedback within 10 working days of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will provide you with a full response within 28 working days of acknowledgement of receipt of the complaint.
- If we find that we have made a mistake, or not dealt with you properly, we will do what we can to put things right.
- If your concern falls outside the charities range of responsibilities we will forward your complaint to the relevant service as soon as possible.
- We will keep records of any complaints received which will include details of the complaint, the date it was received, details of any investigation undertaken and a copy of all communications regarding the issue.
- We will retain records relating to a Complaint for at least 24 months from the date on which the Complaint was made, except where data protection law requires that the information be put beyond use earlier than this (for example, where the complainant within this timeframe requests that their information be destroyed)
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We are keen to hear from anyone who believes we have fallen short of the objectives of Shine21. Your complaint is treated seriously, is handled without bias or discrimination and that your confidentiality is respected. You can provide your feedback by phone on 07542428016, by email [contact@shine21.org](mailto:contact@shine21.org).

Please set out exactly what you think has gone wrong and what you think we should do to put it right. We ask that you raise your complaint within 12 weeks of the event.

We will do all we can do deal with your complaint as quickly as possible. We will acknowledge and provide an initial response to your feedback within 10 working days of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will provide you with a full response within 28 working days of acknowledgement of receipt of the Complaint.

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### Document Control Information

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Owner: Louise Mouncey, Charity Manager

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