

# Complaints Policy & Procedure



At Candlelighters we aim to maintain high standards in all areas of our work, however if you are dissatisfied with any aspect of our work, we would like to hear about it. Your comments help us to learn and improve our service.

Candlelighters is a member of the Fundraising Regulator and as such complies with the five pledges in our Fundraising Promise. These are:

- We will commit to high standards
- We will be clear, honest and open
- We will be respectful
- We will be fair and reasonable
- We will be accountable and responsible

We aim to ensure the following within our complaints procedure:

- A quick response
- Fairness to everyone involved
- Confidentiality
- Recording, and learning from, the complaint
- A fair and well rounded complaints procedure
- Annually review our complaints policy & procedure

## How can I make a complaint?

- Call Candlelighters on 0113 322 9283 (Monday to Friday 8.30am – 4.30pm)
- e-mail [info@candlelighters.org.uk](mailto:info@candlelighters.org.uk)
- Write to: Emily Wragg, Charity Director, Candlelighters, 8 Woodhouse Square, Leeds, LS3 1AD.

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

## How long will it take?

Where it is appropriate to listen and talk with you over the phone or face to face, we hope that we can resolve the complaint with you quickly and easily with the departmental manager.

Once you raise a complaint or concern, we will acknowledge receipt of the complaint within 5 working days. You may expect a full response within 30 days detailing what action has been taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

However, if you feel that your complaint has not been satisfactorily resolved at this first stage, you can request for the complaint to be reviewed at board level and it will be passed to the Chair of Trustees in the first instance. The Board of Trustees will acknowledge receipt of the complaint within

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## Who else can help?

We really hope that we can resolve the complaint with you, however if after contacting us you are still not satisfied, we would encourage you to let us know, but if you wish you may contact the Fundraising Regulator or Charity Commission. To find out further information about the Fundraising Regulator and the services they offer visit the Fundraising Regulator website, below.

- Fundraising Regulator <https://www.fundraisingregulator.org.uk/>
- Charity Commission <https://www.gov.uk/government/organisations/charity-commission>

As a member of the Fundraising Regulator we adhere to the fundraising promise. You can read the full Fundraising Promise on the Fundraising Regulator website.



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