

Compliments, Comments & Complaints Policy & Procedure

At Candlelighters we are committed to maintaining the highest of standards in all areas of our work and celebrating our successes. We believe that through effectively capturing and managing compliments, comments and complaints, we can identify learning opportunities achieve continuous improvement and celebrate what we do well as a charity.

Principles of the Candlelighters Compliments, Comments & Complaints Policy

We aim to ensure the following within our Compliments, Comments & Complaints Policy:

- To learn from and celebrate the things we do well.
- Complaints are dealt with effectively, appropriately and within agreed time frame.
- Fairness & transparency for everyone involved.
- The policy and procedure will be accessible to all.
- Complaints and comments will not prejudice the service that is provided to complainant.
- Complainants and comments are treated with respect & courtesy throughout the handling of the complaint.
- Confidentiality will be upheld as required.
- All compliments, comments & complaints will be recorded and used to improve our work and drive our culture of continuous improvement.
- We will annually review our compliments, comments & complaints policy & procedure to ensure fit for purpose.

Definitions of Compliments, Comments & Complaints

Compliments are positive remarks which can help us understand good practice and improve services.

If you think we're getting things right, let us know. Compliments about people can help us recognise positive work and compliments on services can help us understand what we could do more of.

Comments are a remark, observation or criticism that may require immediate action but does not require a full investigation.

If you have any comments on how we could improve, please let us know your thoughts and the relevant department will record the details in our central log and look at how any potential improvements could be made.

Complaints are an expression of dissatisfaction, whether verbal or written, and whether justified or not, which requires further investigation.

How to provide a compliment, comment, or complaint

We appreciate your feedback in many forms, including verbal, email, in writing or through social media. Here are how you can use these channels:

- Call Candlelighters on 0113 887 8333 (Monday to Friday 8.30am – 4.30pm)
- E-mail your feedback to info@candlelighters.org.uk
- Write to us at Candlelighters, 8 Woodhouse Square, Leeds, LS3 1AD.
- Send us a direct message on our Facebook page.

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For official complaints, please request to complete our complaints form. Please include your name, address and contact telephone number in any communication so that we can get back in touch with you easily.

Complaints

Here is information specific to how we handle complaints at Candlelighters.

Five pledges of the Fundraising Promise

We welcome feedback on all elements of our services, but if your feedback relates to fundraising, you can be assured 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.

How long will it take to resolve a complaint?

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

Once you raise a complaint, we will acknowledge receipt 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 hasn't 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. The Trustees 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.

Who else can help with your complaint?

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 (if your complaint is specific to Fundraising) 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>

Please note that if your complaint is in relation to Fundraising, 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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