

Complaints Procedure of The Colour Works Foundation

Title	Complaints Procedure for The Colour Works Foundation
Applies To	All Trustees, Staff, Volunteers, Self Employed Contractors and Co Partners, Workshop Participants.
Author	Sue Craft
Last Revised Date	07th July 2020
Issue Date	19th August 2020
Review Date	19th August 2022
Definitions	TCWF – The Colour Works Foundation (registered Charity)

Introduction:

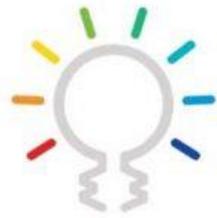
The Colour Works Foundation aims to maintain high standards in all that we do but recognises that we can sometimes get things wrong, despite our best intentions.

The Colour Works Foundation views a complaint as an opportunity, as well as a chance to put things right for the person/organisation making the complaint, and to improve the service that **The Colour Works Foundation** offers. We would not be able to do so or learn for the future if we did not receive feedback when things go wrong. Therefore, we value and take seriously any feedback we receive.

The purpose of this Complaints Procedure is to resolve disputes informally without resorting to formal investigation or legal proceedings. We will try to explore every reasonable option to resolve complaints by working with the person making the complaint to agree an outcome which is satisfactory to them and **The Colour Works Foundation**.

Whether your complaint is justified or not, our reply to you will describe the action we have taken to investigate the complaint, conclusions we have reached as a result of the investigation, and any action we have taken or are taking as a result of your complaint.

We will ensure that all information received and produced in connection with a complaint is treated as confidential and handled sensitively, that only those who need to know have



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access to that information, and that relevant data protection requirements are all met.

All complaint information is passed promptly to our Chair of Trustees and he/she reports on them to our Trustees within twenty-eight (28) days.

The information below sets out our Complaints Procedure.

Complaint

A 'complaint' in this Procedure means any expression of dissatisfaction in relation to **The Colour Works Foundation** which requires a response from **The Colour Works Foundation**.

Where complaints may come from

Complaints may come from those involved or users of **The Colour Works Foundation's** activities and services: co-partners, donors, supporters, or any other person or organisation who has a legitimate interest in **The Colour Works Foundation**.

Complaints which cannot be dealt with under this Procedure

This Procedure is only for the above type of external complaint, not for complaints or grievances from Trustees, staff, volunteers, or self-employed contractors.

Whilst complainants are generally entitled to receive responses to a complaint and to challenge any responses received from **The Colour Works Foundation**, we will not deal with complaints or challenges where, in the reasonable opinion of the Chair of Trustees, they amount to persistent, habitual or vexatious complaints or challenges.

The Colour Works Foundation expects any complainant to be polite and courteous. We will not tolerate aggressive, abusive, or unreasonable behaviour or demands.

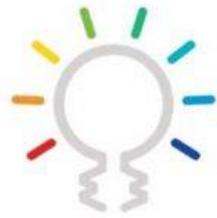
How to make a complaint

First Stage

If you have a complaint you can contact us by phone, email, contact form on our webpage or letter.

To help us investigate and address all complaints, we ask you to provide us with as much information as possible. This should cover:

- The reason for your complaint
- Where and when what you are complaining about happened
- The name(s) of anyone involved (if known)



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- What outcome you are hoping for (but we are not obliged to resolve the complaint in that way)
- Your contact details (name, address, daytime telephone number and/or email address)

Who you should contact within **The Colour Works Foundation** depends on how you to decide to make contact, and on who you wish to make a complaint about.

We have indicated below who you can contact.

Verbal complaints

You can make a complaint by telephone in any of the following ways, during office hours.

If your complaint is about any member of Staff, Volunteer, or Self-Employed Contractor, you can phone us on 07492 340175 and ask to speak to our Programme Manager.

If your complaint is about a Programme Manager, or a Trustee, you can phone us on 07492 340175 and ask for the Chair of Trustees to contact you by phone.

They will either speak to you about the complaint or, if they are not the appropriate person to do so, they will arrange for the appropriate person to speak to you on the phone.

If you do not feel that you can approach any of the above verbally for any reason, you can instead write to us as follows.

Complaints in writing

If you would prefer to write to us, please send your complaint to us as follows:

Either by letter addressed as follows:

Either the Chair of Trustees or the Programme Manager

The Colour Works Foundation

c/o The Colour Works International Ltd,

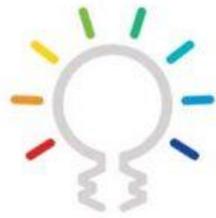
Peartree Business Centre

Ferndown Industrial Estate,

Wimborne,

BH21 7PT

or by email to him/her at admin@tcwfoundation.org.uk



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Once that person has initially received your complaint, we will normally deal with it as follows:

Who the complaint is about	Who will investigate, deal with and respond to you about it
Any member of staff, volunteer, or self-employed contractor	Programme Manager
Programme Manager(s) or Trustee(s)	The Chair of Trustees
The Chair of Trustees	The Secretary

Timescales for all First Stage complaints made by phone, or in writing.

We will try to resolve the problem as quickly as possible, but if we cannot do this (for example, if we need to investigate further), we will acknowledge receipt of your complaint within the following timescale:

- By phone or in person, either immediately or on the same day if you phone us or contact us in person
- By email, within twenty-four [24] hours of receipt of email if you contact us by email
- By letter, within five [five] working days of receipt of your letter if you contact us by letter

Our acknowledgement will inform you of when we will next contact you either with a proposed resolution or update. It will also inform you of the name of the person dealing with your complaint. That person will then investigate and deal with it and then respond to you with their definitive reply.

You should receive that definitive reply within **four** (4) weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

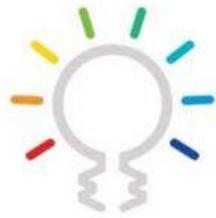
Second stage

If, for any reason, you are not happy with the resolution of your complaint under the First Stage procedure outlined above, you can bring this to our attention as follows:

Please address a letter to:

The Colour Works Foundation,
c/o The Colour Works International Ltd, Peartree Business Centre
Ferndown Industrial Estate, Wimborne, BH21 7PT
Tel: 07492 340175

Registered Charity No: 1176039



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The Chair of Trustees,
The Colour Works Foundation
c/o The Colour works International Ltd,
Peartree Business Centre
Ferndown Industrial Estate,
Wimborne,
BH21 7PT

Alternatively, please email the Chair of Trustees at admin@tcwfoundation.org.uk

Please set out clearly the details of the complaint, explaining why you were not satisfied with our response under the First Stage and what you would like us to do to put things right.

The Chair of Trustees will send an acknowledgment within **five** (5) working days and arrange for your case to be passed to a panel of at least two Trustees (not including any Trustee about whom the complaint was made). The panel will further investigate your complaint and will contact you with their conclusions and any actions to be taken within a further **ten** (10) working days.

Follow up

In order for us to make improvements to **The Colour Works Foundation's** services and activities, we may wish to contact you within a month of your complaint being dealt with in order to check that you were satisfied with our resolution.

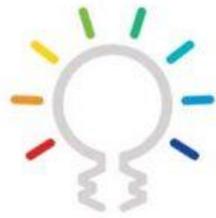
Any information you give will only be used to make improvements to **The Colour Works Foundation's** services and activities.

Taking your complaint outside The Colour Works Foundation

Charity Commission

If your complaint is about any aspect of our charitable work, you may wish to contact the Charity Commission. However, we suggest that before you do so, you consider whether it is appropriate to contact the Commission in the first instance rather than ourselves. The Commission has guidance on its website as to when to direct complaints to a charity and not to the Commission. Their contact details are:

Charity Commission Direct, PO Box 1227, Liverpool, L69 3UG



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Tel: 0845 300 0218

Website:

www.charitycommission.gov.uk/publications/cc47.aspx

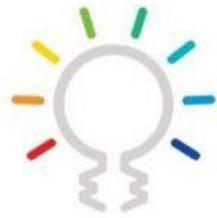
and

www.charitycommission.gov.uk/contact-us/general-enquiries/report-a-concern-about-a-charity

Other Authorities

The Charity Commission guidance to the public states that:

- if you believe there is criminal activity within a charity, you should inform the police
- if you suspect fraud connected to a charity, you should report it using the Action Fraud Online Reporting Service at http://www.actionfraud.police.uk/report_fraud or call **0300 123 2040**
- if you have information about possible terrorist activity connected to a charity, you should report it to the Anti-terrorist Hotline on **0800 789 321**.



Version History

Version Number	Date	Brief Summary of Change	Author
v.01 Draft	07/07/2020	First Draft	Sue Craft
v.02 Draft	21/07/2020	Amendments to first draft	Liz Davies
v.03 Draft	23/07/2020	Cosmetic alterations – grammar/fonts, etc	Giles Miskin
v.04 Draft	31/07/2020	Minor changes to wording (it to we)	Karen Powell
v.05 Draft	19/08/2020	“The Secretary” to investigate complaints about the Chair of Trustees. Agreed by AD & KP	Sue Craft
V.06 Draft	19/08/2020	Correction to page numbering format	Sue Craft
V 1.0 Final	19/08/2020	Moved to Final Version	Sue Craft

TCWF Complaints Policy - Approvals

Approved by	Role	Signature	Date
Karen Powell	Chair of Trustees		28/09/2020
Alun Davies	Treasurer and Trustee		28/09/2020