

TCWF Complaints Procedure

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1. 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 and a chance to put things right for the person/organisation making the complaint and 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 a 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 on an outcome that 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 because 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 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 they report on them to our Trustees within twenty-eight (28) days.

The information below sets out our Complaints Procedure.

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1.1 Complaint

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

1.2 Where complaints may come from

Complaints may come from those involved with or users of **The Colour Works Foundation's** activities and services.

These include volunteers, trustees, self-employed contractors, co-partners, donors, supporters, and workshop participants, or any other person or organisation who has a legitimate interest in **The Colour Works Foundation**

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

2. How to make a complaint

2.1 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:

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

Whom you should contact within **The Colour Works Foundation** depends on how you decide to make contact and who you wish to complain about.

We have indicated below who you can contact.

2.2 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 07766 892377 and ask to speak to our Office Manager.

If your complaint is about the Office Manager, CEO or a Trustee, you can phone us on 07766 892377 and ask 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.

2.2 Complaints in writing

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

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follows: Either by letter addressed as follows:

Either the Chair of Trustees or the Office Manager

The Chair of Trustees,
The Colour Works Foundation
25b Elliott Road
West Howe Industrial Estate
Bournemouth BH11 8LQ

Or by email to them at admin@tcwfoundation.org.uk

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	Office Manager
CEO or Trustee(s)	The Chair of Trustees
The Chair of Trustees	The Secretary

3. Timescales

3.1 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
- Byemail, within twenty-four [24] hours of receipt of the email, if you contact us by email

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- 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 notify 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.

3.2 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 Chair of Trustees,

25C Elliott Road

West Howe Industrial Estate

Bournemouth BH11 8LQ

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

Please set out the complaint's details, 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 acknowledgement 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).

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The panel will further investigate your complaint and contact you with their conclusions and actions to be taken within an additional **ten** (10) working days.

3.3 Follow up

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 to check that you were satisfied with our resolution.

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

4. Taking your complaint outside The Colour Works Foundation

4.1 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 you consider whether it is appropriate to contact the Commission in the first instance rather than ourselves before you do so. The Commission has guidance on its website regarding 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

Tel: 0300 066 9197

Website:

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

and

www.gov.uk/complain-about-charity

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4.2 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 1232040**
- if you have information about possible terrorist activity connected to a charity, you should report it to the Anti-terrorist Hotline on **0800 789321**.