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# FEEDBACK & COMPLAINTS POLICY

## The purpose

To strive for continuous improvement by challenging ourselves if a complaint is valid, and using positive feedback to fuel further success.

To ensure good governance, meet the expectations of the public and comply with relevant fundraising regulations.

## The approach

The way we handle complaints will correspond to our desired culture. Where appropriate, we will ensure that the complaint is handled by someone independent and we will keep the matter confidential. Within the resource constraints, we will aim to work with the complainant to resolve the matter. Where a complaint is upheld we will challenge ourselves to be better. We will seek to use the feedback constructively to improve our work.

## Our commitment

To provide a procedure which is clear and easy for anyone wishing to make a complaint or provide feedback

To make sure people in the charity know what to do if someone makes a complaint or gives us feedback

To make sure complaints are investigated properly and in a timely way and feedback is taken on board.

## The scope of the policy

This policy covers both Complaints and Feedback, the meaning of each being set out below:

### Complaints

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by Women in Sport or its staff, trustees, volunteers or anybody involved directly in our work. It is a criticism that expects a reply and would like things to be changed. A complaint must be about an action for which Women in Sport is responsible or is within our sphere of influence.

For example:

- Concern from someone we work with about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach or campaign
- Concern about the behaviour or staff, trustees, volunteers or contractors.

A complaint is not:

- A query about our work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from a campaign newsletter or email.

## Feedback

Feedback, for the purpose of this policy, is unsolicited feedback that is intended to improve an aspect of our work or compliment us on a piece of work well done. If the charity has solicited the feedback that will be outside the scope of this policy e.g. feedback forms.

Anyone can make a complaint or provide feedback.

# The process

Complaints and Feedback should be sent For the Attention of the Head of Finance and Operations, [info@womeninsport.org](mailto:info@womeninsport.org) with the subject clearly labelled as 'Complaint' or 'Feedback'.

Positive feedback will be recognised and the person submitting it will be thanked for their time, the most relevant senior manager, and often the wider team, will be informed and the positive feedback logged.

1. All complaints will be logged by the Head of Finance and Operations who will forward the complaint to the most relevant Senior Manager.
2. The Senior Manager recipient will:
  - a. acknowledge the complaint and investigate.
  - b. Log progress with addressing the complaint on the tracker.
  - c. respond to the complainant within a timely manner, that will not be longer than 15 working days.
3. If the complainant is not satisfied with the response, they can appeal to the Chief Executive in writing.
4. If the matter remains unresolved then it will be referred to the Board for a final decision.
5. The complainant can refer complaints about fundraising to the Fundraising Regulator, [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk) within two months.

The complaints and feedback log will be reported to the Senior Management Team and Board at least annually, or if considered serious, within two weeks.

Complaints will only be held on file for investigation and resolution. Thereafter we will only hold anonymised data for lessons learnt. These will be reviewed each year and deleted as appropriate.

**April 2017 Revised October 2021**

