



COMPLAINTS PROCEDURE

At Horatio's Garden we want to delight and surpass your expectations as without your support we would not be able to continue creating our beautiful gardens for people living with spinal injuries.

However, we know that there may be times when we do not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again. We take complaints very seriously and here at Horatio's Garden we view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Horatio's Garden knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do.

HOW CAN YOU TELL US YOUR THOUGHTS?

1. Complaints may be made directly

- Written to charity address: 2 Throope Down Office, Blandford Road, Coombe Bissett, Salisbury, SP5 4LN
- Email to info@horatiosgarden.org.uk
- Telephone to 01722 326 834
- In person to any of the trustees

2. Indirect complaints may be made to the volunteer team or staff who are trained to pass the complaint to the relevant person.

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?

We endeavour to respond fully and conclusively to all complaints within 14 working days. However, you will receive an acknowledgement of your complaint within the first 5 days of receipt. Wherever possible we will deal with it more quickly, if we think it will take longer we will let you know.



You can contact us in whichever way is most convenient to you and we will respond to you via the same method unless instructed otherwise.

From experience we have found that the best way to resolve a problem quickly is by telephone. This way we can make sure that we fully understand the issue and can gather all of the information that we need to resolve the problem in a fast and effective way.

In more complex situations where an immediate response is not possible, we will investigate the matter and get back to you as quickly as we can. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

WHAT WE WILL DO

We aim to fix problems, correct mistakes and address concerns in a way that pleases you. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

From time to time we receive complaints that do not relate directly to something that Horatio's Garden has done or that we are not in a position to comment on. We are a charity with limited resources and we must use these in the best way possible.

This can mean not engaging in lengthy debates on issues that are unrelated to Horatio's Garden's work.

There may be rare occasions when we choose not to respond to a complaint at all. These include:

- When a complaint is about something that Horatio's Garden has no direct connection to. We may choose to reply to clear our name but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points but we may choose not to reply again, we will always inform you of our decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.
- Horatio's Garden cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.



WHO ELSE CAN HELP?

We really hope we can resolve your complaint in an honest, open and satisfactory way. However, if you are still unhappy you can get in touch with the Charity Commission:

The Charity Commission
PO Box 1227
Liverpool
L69 3UG

0845 3000 218
[Visit Charity Commission Website](#)

Horatio's Garden is committed to the highest standards in fundraising practice. If your complaint is to do with fundraising and you feel that it has been unresolved by us then the Fundraising Regulator can investigate your complaint.

You must contact them within two months of receiving your response from us.

For complaints about any of our fundraising activities in England or Wales:

Fundraising Regulator
2nd Floor
CAN Mezzanine Building
49-51 East Road
London
N1 6AH

Email: enquiries@fundraisingregulator.org.uk
Tel: 0300 999 3407
www.fundraisingregulator.org.uk

For complaints about any of our fundraising activities in Scotland or Northern Ireland:

Fundraising Standards Board (FRSB)
FRSB Scotland and Northern Ireland
22A/1 Calton Road
Edinburgh EH8 8DP

Tel: 0845 688 9894
[Visit FRSB website](#)

OSCR (Office of the Scottish Charities Regulator)
Argyll House
Marketgait
Dundee
DD1 1QP

Tel: 01382 220446
[Visit OSCR website](#)

HORATIO'S GARDEN

Planting hope for people living with paralysis



OUR PLEDGE

We treat all comments and complaints as an opportunity to improve. We are happy to acknowledge the mistakes that we have made, sincerely apologise for them and then try to prevent them from happening again in the future. Thank you for helping us to provide a better service.