

Complaints Procedure

Policy	Complaints
Owner	Board of Trustees
Users	All staff, Trustees, other authorised users
Other related policies	
Approved by	SMT April 2025
Review date	April 2026
Submitted to Board	December 2025

Horatio's Garden takes any complaints, whoever they would be, from very seriously and will endeavour to address the complaint swiftly. Horatio's Garden views 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.

Horatio's Garden Charity is regulated by the Fundraising Regulator (FR), the independent regulator of charity fundraising. The FR sets and promotes the standards for all fundraising activity, known as the "Code of Fundraising Practice". For more information on the FR, please visit its website [here](https://www.fundraisingregulator.org.uk/)

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

Definition of a Complaint

We define a complaint as a situation or instance where either an individual or organisation, considers that Horatio's Garden Charity has fallen short of their reasonable expectations and wishes to express their dissatisfaction. A complaint can be communicated to Horatio's Garden Charity by any channel including telephone, mail, email, social media or in person.

Where a complaint comes from

Any person or organisation who has a legitimate interest in Horatio's Garden.

Complaints may be made directly by

- Writing to charity address:
2 Throope Down Office
Blandford Road
Coombe Bissett
Salisbury
SP5 4LN
- By email to info@horatiosgarden.org.uk
- Telephoning to 01722 326 834
- In person to any of the trustees
- Indirect complaints may be made to the volunteer team or staff who are trained to pass the complaint to the relevant person.

Receiving Complaints

Complaints may arrive through the channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Horatio's Garden
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.
- See verbal advice in appendix 1

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Board of Trustees.

Resolving Complaints

Stage One

- In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.
- Whether or not the complaint has been resolved, the complaint information should be passed to Katie Tait, CEO within 1 week.

- On receiving the complaint, Katie Tait records it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.
- If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
- Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaint's procedure should be attached.
- Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

- If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to Ms Victoria Holton.
- The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
- The person who receives Stage Two complaints may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.
- If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
- The person who dealt with the original complaint at Stage One should be kept informed of what is happening.
- Ideally complainants should receive a definitive reply within [four weeks]. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
- The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

External Stage

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 following external regulators:

For complaints about any of our fundraising activities in England, Wales & Northern Ireland (excluding raffles):

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

Email: admin@fundraisingregulator.org.uk
Tel: 0300 999 3407
Visit website here

For complaints about any of our fundraising activities in Scotland:

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

Email: info@goodfundraising.scot
Tel: 0808 164 2520
Visit website here

The Scottish Charity Regulator (OSCR)
2nd Floor
Quadrant House
9 Riverside Drive
Dundee
DD1 4NY

Email: info@oscr.org.uk
Tel: 01382 220446
Visit website here

The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.gov.uk/government/publications/complaints-about-charities

Monitoring and learning from complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.