

Complaints Procedure

Policy	Complaints
Owner	Board of Trustees
Users	All staff, Trustees, other authorised users
Other related policies	
Approved by	SMT July 2026
Review date	July 2027
Submitted to Board	September 2026

Horatio's Garden takes all complaints seriously and aims to respond quickly and fairly. We see complaints as an opportunity to listen, learn and improve, as well as to put things right wherever possible.

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

Horatio's Garden is regulated by the Fundraising Regulator, which sets the standards for charity fundraising through the Code of Fundraising Practice. You can find out more on the Fundraising Regulator website [here](#).

Definition

A complaint is when someone feels Horatio's Garden has not met their reasonable expectations and wants to tell us they are unhappy. Complaints can be made by phone, post, email, social media or in person.

How complaints can be made

- In writing to 2 Throope Down Office, Blandford Road, Coombe Bissett, Salisbury, Wiltshire, SP5 4LN
- By email to info@horatiosgarden.org.uk
- By phone on 01722 326 834
- In person to a trustee, staff member or volunteer, who will pass it to the right person

Receiving complaints

Complaints made by phone or in person will be recorded by writing down key details: person's name, address and phone number and noting their connection to Horatio's Garden. If helpful, the complainant can send their complaint in their own words, by email or post. Our complaints process will be explained and what happens next.

Resolving complaints

Stage one

- We will acknowledge the complaint within one week, explain who is handling it and when to expect a response, and include a copy of this procedure.

t. 01722 326834 **e.** info@horatiosgarden.org.uk **w.** www.horatiosgarden.org.uk

- We aim to reply fully within four weeks. If we need more time, we will send an update and let the person know when to expect a full response.
- Our reply will explain what we looked into, what we found and any action taken.
- We will update CEO Katie Tait and record the complaint in the complaints log.

Stage two

- If the person is not happy with the Stage One outcome, they can ask for a Board-level review. The complaint will then be passed to Victoria Holton.
- We will acknowledge the request within one week, confirming who will handle it and when to expect a response.
- The complaint may be reviewed by Victoria or delegated to a senior person.
- Anyone named in the complaint will be told and given another chance to respond.
- We aim to reply fully within four weeks. If more time is needed, we will send an update and say when to expect a full response.
- Our reply will explain what we looked into, what we found and any action taken.
- This decision is final, unless the Board decides external support would help resolve the matter.

External stage

We really hope we can resolve your complaint in an honest, open and satisfactory way. However, if you're still unhappy you can get in touch with the following 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

admin@fundraisingregulator.org.uk | 0300 999 3407 | www.fundraisingregulator.org.uk

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

info@goodfundraising.scot | 0808 164 2520 | <https://goodfundraising.scot>

The Scottish Charity Regulator (OSCR)

2nd Floor, Quadrant House, 9 Riverside Drive, Dundee, DD1 4NY

info@oscr.org.uk | 01382 220446 | <https://www.oscr.org.uk>

A complaint may be raised with the Charity Commission at any stage. Details of the complaints it can consider are available on its website:

<https://www.gov.uk/government/publications/raising-a-concern-with-the-charity-commission-cc47>