Hampton Trust

COMPLIMENTS, COMMENTS & COMPLAINTS

POLICY

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Compliments, Comments and Complaints

Overview

At Hampton Trust, we strive for excellence in all our endeavours. We acknowledge that there may be instances when we fall short, and that not everyone will agree with our approaches. We actively encourage feedback, as it is essential for our growth and improvement. Your compliments, comments, and complaints are invaluable in helping us refine our services and ensure that children receive the quality of support they deserve.

Scope

This policy applies to individuals and organizations wishing to provide feedback regarding the performance of our services, fundraising activities, campaign suitability, and the conduct of employees, volunteers, contractors, and third parties associated with Hampton Trust.

It is important to note that this policy does not apply to Hampton Trust employees, agency workers, interns, secondees, contractors, consultants, or trustees. Those individuals should refer to relevant internal policies, such as the Grievance Policy, Whistleblowing Policy, and Safeguarding & Child Protection Policy, as applicable. Additionally, volunteers should consult the Whistleblowing and Safeguarding & Child Protection policies for appropriate guidance on their concerns.

Compliments and comments from individuals to whom this policy does not apply should be directed to their line manager or the relevant personnel they believe can address their feedback.

Purpose

The purpose of this policy is to:

1. Encourage Feedback: Create a structured avenue for individuals and organizations to share their experiences, insights, and concerns regarding our services.
2. Promote Continuous Improvement: Utilize the feedback received to enhance our operations, ensuring that we deliver high-quality services and uphold our commitment to excellence.
3. Foster Transparency and Accountability: Establish a clear process for addressing compliments, comments, and complaints, ensuring that all feedback is taken seriously and handled appropriately.

By embracing feedback, Hampton Trust aims to continually improve and provide the best possible support for the service users and communities we serve.

Complimenting us

Compliments are valuable, and important to us and when they are received,they will be recorded and reported on. Compliments enable us to:

- Understand from our supporters and stakeholders what we do well and the positive difference this makes
- Provide positive feedback to our people – whether paid or unpaid
- Influence the continued development of what we do, why and how

Commenting on our people or our work

It is always helpful to hear what people think about us; what we do and how compliments and comments are welcome because they:

- Help to influence the organisational decisions we may make
- Help maintain the standards of our activities
- Raise issues of real importance and can lead to change for the better

Wherever we can, we will record and report, internally and externally if required on comments we receive.

We will endeavour to acknowledge compliments and comments wherever possible but whilst this may not always be practicable, please be assured that they are always appreciated.

Complaining about our people or our work

We recognise that there will be times when our trustees, staff and volunteers or third parties working on our behalf make mistakes or get things wrong. Where this happens and where we receive a complaint, we will always take this seriously, record and report on it internally and externally if required, and deal with it in a timely manner.

We will always take steps to maintain the confidentiality of your personalinformation. We will only disclose it to people who need to look into your complaint, and, rarely, to others where we are legally permitted to do so.

Defining a 'complaint'

We define a complaint as "an expression of dissatisfaction, however made about actions taken or a lack of action by Hampton Trust, or someone actingon behalf of Hampton Trust."

Where it is unclear whether a communication is indeed a complaint, we will endeavour to confirm this with you, in so far as we can. If the communication or comment is done anonymously, we may not be able to treat it as a complaint under this policy. The following issues (this is not an exhaustive list) will be treated as complaints as they touch upon Hampton Trust's purpose and values:

- Inappropriate/improper fundraising method
- Poor standards of service including accusations of professionalincompetence/misconduct
- Financial losses/waste
- Current or non-current (historic) harm to children or vulnerable individuals by Hampton Trust (see the Management of SafeguardingAllegations procedure, or Non-recent Historical Abuse policy)
- Criminality within or involving Hampton Trust
- Hampton Trust being deliberately used for significant private advantage
- Non-compliance with the Hampton Trust's own policies/procedures
- Non-compliance with relevant laws and regulations

Please note: under certain circumstances we may not be able to respond to acomplaint including where:

- You have not identified yourself or provided your contact details
- Your complaint is not about Hampton Trust
- Your expression of the complaint is insufficiently clear
- Your complaint has been sent to us and other organisations as part of a bulk mailing or email

Hampton Trust will still take the complaints seriously and deal with them appropriately, including contacting you where we are able to, to discuss the matter further.

Sharing your Compliments, Comments & Complaints with us

Set out below are the details of how and to whom you should submit your feedback:

	COMPLAINTS relating toHampton Trust Chief Executive (CEO) or a Trustee ONLY	ALL OTHER Compliments,Comments & Complaints
Email	Tracy.kent@hamptontrust.org.uk	Info@hamptontrust.org.uk
In writing	Deputy CEO Hampton Trust The Chubut Suite Ashurst Lodge Southampton SO40 7AA	HR, Compliance & Resource Manager Hampton Trust The Chubut Suite Ashurst Lodge Southampton SO40 7AA
Telephone	023 8000 1061	023 8000 1061 (9am – 5pm Monday to Friday)

Our process for dealing with complaints

Where a complaint has been submitted in accordance with section 7 of this policy, Hampton Trust will acknowledge your complaint within five working days,explain the process that will be followed and when a decision will be made.

Following a thorough and fair investigation by us to establish the facts surrounding the complaint, we will always attempt to provide a full, written response within 15 working days. There may be occasions where this is not possible, and we will always notify you of this and advise you of the date by which you are likely to receive a response to your complaint against Hampton Trust

When notifying you of the outcome of our investigation and any follow up action taken, we will confirm to whom you should submit an appeal in the event that you wish to contest the outcome. An appeal must be submitted in writing within15 working days from the date of the letter notifying you of the outcome and must satisfy one or more of the criteria in section 9 below.

Appealing our response

Any appeal must be in writing and satisfy one or more of the following criteria:

- You have new, relevant information to present (which you have notpreviously submitted)
- We have failed to consider adequately or at all information you provided inconnection with the complaint
- The response to your complaint is perverse in that no reasonable person could have reached that conclusion based on the information provided to them

We will acknowledge receipt of your appeal within five working days. We will always attempt to provide a full response to your appeal within 15 working days. There may be occasions where this is not possible, and where this is the case, we will always advise you and notify you of a date by when you may receive a response.

Our outcome response, which will always be in writing, is final; there will be no further redress within Hampton Trust but listed in section 11 below are external organisations to whom you may refer.

SUMMARY – QUICK REFERENCE GUIDE:

Complaint	• Complaint received preferably in writing/email – acknowledgedwithin 5 working days by Hampton Trust • Hampton Trust aims to respond in full to complaint within 15working days • Complainant wishing to appeal (where relevant criteria satisfied) must do so IN WRITING within 15 working daysof receiving outcome response by Hampton Trust
Appeal	• Appeal acknowledged by Hampton Trust within 5 working day • Hampton Trust aims to provide full & final response to appeal within 15 Working Days of appeal being received.

Complaints against the Chief Executive or a member of the Board of Trustees will be investigated as outlined below.

	Complaint will be investigated by	Appeal will be investigated by
If your complaint relates to Hampton Trust Chief Executive or a Trustee	Chairman of the Board of Trustees	Nominations and Governance Committee (excluding the Chairman)
If your complaint relates to the Chairman of Hampton Trust Board of Trustees	One of the two Vice-Chairpersons	The second Vice-Chairman

Taking your complaint outside of Hampton Trust

In the event that you remain dissatisfied with the response you have received, you are entitled to take your concerns to any relevant statutory body, including but not limited to:

- The Charity Commission (England & Wales)
  https://www.gov.uk/complain-about-charity
- The Fundraising Regulator
  http://www.fundraisingregulator.org.uk/make-a-complaint/complaints
- The Advertising Standards Authority
  https://www.asa.org.uk/
- The Information Commissioner's Office
  www.ico.org.uk

Legal Framework & Guidance

This Complaints Policy takes into account relevant legal requirements,regulations and guidance, including:

- The Children Acts 1989 and 2004
- Protection of Children (Scotland) Act 2003, the Children (Northern Ireland) Order 1995 and other legislation relating to children in Scotland, Wales, Northern Ireland and the Channel Islands
- Working Together to Safeguard Children 2018
- Statutory guidance relevant to the NSPCC issued by the NSPCC'sregulators including the Charity Commission
- The Fundraising Regulator's Code of Fundraising Practice, Fundraising Promise and Rulebooks for Face-to-Face Fundraising
- Good Governance: a Code for the Voluntary and Community sector;
- Data Protection Act 2018
- Charities (Protection and Social Investments) Act 2016

Policy Review

This policy will be reviewed every two years by the Deputy CEO & senior leadership team to ensure it remains effective and aligned with Hampton Trust's operational needs and legal requirements.

Hampton Trust expects all employees to follow the guidelines outlined in this policy. Hampton Trust will ensure that all comments and complaints will be sensitively investigated and will result in appropriate disciplinary action being taken against the employee or volunteers found to be in breach of this policy.