

Complaints Policy for Family Friends of Prescott

A. Purpose and Scope

Family Friends of Prescott is committed to delivering high-quality, trauma-informed support to families in Prescott. We welcome feedback and take complaints seriously as part of our commitment to transparency, accountability, and continuous improvement.

This policy outlines how we handle complaints from:

- Beneficiaries and their families
- Volunteers
- Members of the public
- Partner organisations

This policy does not cover internal staff grievances, which are managed through HR procedures.

B. What is a complaint?

A complaint is defined as:

“Any expression of dissatisfaction about the charity’s services, conduct, decisions, or the behaviour of staff, volunteers, or trustees.”

Complaints may relate to:

- The quality or delivery of support services
- Safeguarding concerns
- Discrimination, harassment, or inappropriate behaviour
- Misuse of charitable resources
- Breach of confidentiality or data protection

C. How to make a complaint

Complaints can be submitted via:

- [Online Form](https://www.prescotfamilyfriends.com/report-a-concern): <https://www.prescotfamilyfriends.com/report-a-concern>
- Email: familyfriendsofprescot@gmail.com
- Post: St Mary and St Paul’s School, Bryer Road, Prescott, L35 5DW

We encourage complainants to provide:

- Their name and contact details
- A clear description of the issue
- Any relevant dates, names, or supporting documents

Anonymous complaints will be considered if they raise serious concerns, particularly relating to safeguarding.

D. Complaints Handling Process

Stage 1: Initial Resolution

- Acknowledgement within 5 working days
- Investigation by a designated staff member or trustee
- Chair of Trustees notified if the complaint involves safeguarding or serious misconduct
- Written response provided within 20 working days

Stage 2: Appeal

- If unsatisfied, complainants may request a review within 10 working days of receiving the outcome
- Review conducted by a senior trustee not involved in the original investigation
- Final response issued within 15 working days

E. Safeguarding and Serious Incidents

Complaints involving safeguarding concerns will be handled in accordance with our Safeguarding Policy. Where necessary, incidents will be reported to:

- Knowsley Safeguarding Children Partnership
- The Charity Commission (as a serious incident)
- Other relevant statutory bodies

F. Confidentiality and Data Protection

All complaints will be handled confidentially and in accordance with UK GDPR. Information will only be shared on a need-to-know basis.

G. Monitoring and Learning

The Board of Trustees will receive an annual report summarising:

- Number and nature of complaints
- Outcomes and actions taken
- Any changes to policy or practice resulting from complaints

H. External Escalation

If a complainant remains dissatisfied after exhausting our internal process, they may contact:

- The [Charity Commission](https://www.gov.uk/complain-about-charity): <https://www.gov.uk/complain-about-charity>
- The Fundraising Regulator (if applicable)
- The Information Commissioner's Office (for data protection concerns)



This policy will be reviewed annually or when there are substantial organisational changes.

Effective Date: 13 August 2025

Last Reviewed: 13 August 2025

Next Review Due: August 2026

Signed:

A handwritten signature in black ink, appearing to read "Iain Parks", with a horizontal line extending from the end.

Mr Iain Parks

Chairperson, Family Friends of Prescott