HEREFORDSHIRE YOUNG AND YOUNG ADULT CARERS CIC

# Complaints Policy and Procedure

1. **Introduction**

Herefordshire Young and Young Adult Carers CIC aims to provide the highest standard of service in all we do. We see complaints as a chance to listen, learn, and make improvements.

Our policy is to:

* Offer a clear, fair complaints process for anyone who wishes to raise a concern.
* Make it easy for people to contact us.
* Ensure staff, volunteers, and directors know how to handle complaints.
* Investigate all complaints promptly and fairly.
* Keep complainants informed and aim to restore positive relationships.
* Monitor and record complaints so we can improve our work.
* Report complaint trends to our Board at least annually.

We follow the Fundraising Regulator’s Code of Fundraising Practice and relevant UK laws.

1. **Definition of a Complaint**

A complaint is any expression of dissatisfaction - whether justified or not - about our actions, decisions, services, or the behaviour of anyone working or fundraising on our behalf.

This includes:

* Issues with our services, programmes, or conduct.
* Concerns about fundraising activities, communications, or events.

If your complaint is about how we use your personal data, we will handle it under the UK GDPR and Data Protection Act 2018.

1. **Who Can Complain**

Anyone who has had contact with Herefordshire Young and Young Adult Carers CIC and/or our services can complain.

We accept complaints verbally, by phone, by email, in writing, or through social media. Complaints from staff are handled under our Grievance Procedure found in the employee handbook.

1. **Confidentiality**

We treat all complaints information sensitively and only share it with those who need to know to resolve the matter. Personal data is kept only for as long as necessary to deal with the complaint, then securely deleted.

1. **Time Limits**

For fundraising-related complaints, please contact us within three months of the incident. If you remain unhappy, you can escalate to the Fundraising Regulator within two months of our final response.

1. **How to Complain**

You can contact us by:

* Email: HYYACinfo@gmail.com
* Writing: HYYAC CIC, 2 Greenfields Cottages, Brockhampton Park, Bringsty WR6 5TB

If you need this policy or the complaints process in another format (large print, another language, BSL, etc.) please let us know.

When making your complaint, please tell us:

* What happened (with dates, times and names if possible).
* How you think we can resolve it.
* Your name and contact details (we cannot respond to anonymous complaints).
1. **What Happens Next**

**Stage One - Initial Handling**

* The person receiving your complaint will record the details and pass them to our Director and Complaints Lead within 2 working days.
* We will acknowledge your complaint within 4 working days and tell you who is handling it.
* We aim to give a full response within 10 working days. If it will take longer, we will update you and give a revised timeframe.
* Our response will explain what we did to investigate, our conclusions, and any actions taken.

**Stage Two - Review**

* If you are not satisfied, you can request a review by our Board (via the Director) at its next scheduled meeting. This may mean the review takes up to 8 weeks, depending on the timing of your request. We will confirm the expected timescale when we acknowledge your request and keep you updated if there is any delay.
* This is our final internal stage.

**Stage Three - Independent Escalation**

* For fundraising complaints, you may contact the Fundraising Regulator if you have not received a response within 4 weeks of first contacting us, or you are unhappy with our final reply:

Website: [www.fundraisingregulator.org.uk/make-a-complaint](http://www.fundraisingregulator.org.uk/make-a-complaint)

Phone: 0300 999 3407

* For data protection concerns, you can contact the Information Commissioner’s Office (ICO) here:

Website: <https://ico.org.uk/make-a-complaint/>

Phone: 0303 123 1113

Post: Information Commissioner’s Office, Wyclie House, Water Lane, Wilmslow, Cheshire, SK9 5AF

* For matters about our compliance with CIC law or the community interest test, you can contact the Office of the Regulator of Community Interest Companies (CIC regulator):

Website: <https://www.gov.uk/government/organisations/office-of-the-regulator-ofcommunity-interest-companies>

 Email: cicregulator@companieshouse.gov.uk

Phone: 0303 1234 500 (select option for CICs)

Post: The Regulator of Community Interest Companies, Companies House, Crown Way, Cardiff CF14 3UZ

1. **Fundraising Preference Service**

If you no longer want to receive fundraising communications from us, you can use the Fundraising Preference Service. We will stop direct marketing within 28 days of receiving an FPS request. You can make your request here: <https://public.fundraisingpreference.org.uk/>

1. **Record Keeping and Learning**

We keep a complaints log for at least 24 months with details of each complaint, actions taken, and outcomes. The Board reviews complaint trends annually to ensure we learn and improve.

1. **Monitoring and Review**

The implementation of this policy will be regularly monitored and reviewed for effectiveness. Necessary updates and improvements will be made to the policy as required.

This policy was last reviewed on: 19th September 2025

 Signed:

Date: 19th September 2025

The next review date will be 19th September 2026.