



Sweetpea Charity

providing nurture and care for children to thrive



How to comment, compliment or complain about Sweetpea Charity

How to comment, compliment or complain about Sweetpea Charity

Sweetpea Charity wants to provide you with the best opportunity to give feedback on our work, grant giving and fundraising. We value your feedback and are committed to using your comments, compliments or complaints to improve and develop the way we do things.

If you have a suggestion, compliment or a complaint we would like you to share this with us.

We want to know when things work well and we want to know when things don't work well.

Details on how to contact Sweetpea Charity can be found at the end of this document.

We may use your positive feedback to support our work. For example we may use comments in our publications, grant applications, on the website and social media to tell people about the projects and individuals supporting disadvantaged children and the many good things our work and grants achieve. We use quotes anonymously, to protect the identity of our supporters. On occasion, however, it can be useful to use someone's name, and if we want to do this we will always contact you to request your permission.

Your contact details will never be given to anyone outside of Sweetpea Charity, unless we are required to under the Data Protection Act.

Comments and Compliments:

You can either use the form attached, or write or email us, or you can telephone with your comments.

Complaints:

If you have a complaint, please take time to tell us about it. If we are doing something badly or wrong, it is important to us that we improve.

The following page will tell you how and when to complain and explains the steps that Sweetpea Charity will take.

What can I complain about?

- If you are unhappy with the standard of service provided by Sweetpea Charity.
- If you believe that Sweetpea Charity has failed to do something it should have done.
- If you feel that Sweetpea Charity has done something badly.
- If you feel that Sweetpea Charity's staff, trustees or volunteers have been unhelpful or have treated someone unfairly.
- If you believe that Sweetpea Charity has not followed its own policies, rules or procedures correctly.
- If you believe that Sweetpea Charity has not followed required regulations or standards.
- If you believe that illegal activity is taking place or that people or property are at risk of harm, this is an emergency situation. Please contact the relevant emergency service – police, fire service or ambulance – by phoning 999. Then, please contact Sweetpea Charity.

Please do not use the complaint system to make a general enquiry, to request a service, report a fault or to ask for an explanation of a situation.

- A phone call to Sweetpea Charity, or an email to info@sweetpeacharity.org will assist you any general enquiry.

Sweetpea Charity will investigate all complaints, if received within three months of the situation that triggered the complaint.

If the situation happened more than three months before, it will fall outside this policy and procedure and Sweetpea Charity may not be able to investigate it.

How do I make a complaint?

For non-emergency complaints, the first step is to contact Sweetpea Charity.

If you would prefer not to use the phone, you can write to us or email us at info@sweetpeacharity.org or use the Comments, Compliments and Complaints Form attached.

For all complaints, we will need some information from you.

This will include the following:

- The date of the situation that you are complaining about.
- The reason you are complaining.
- What you would like Sweetpea Charity to do about your complaint, if anything.
- Any other information that may help us to investigate the complaint, for example details of any other people involved in the complaint or situation or who witnessed it.

We may ask you about your sex, age, ethnic origin etc. You do not have to give this information but it helps us make sure that we deal fairly with complaints from all sections of the community.

You may prefer to write the details of your complaint on a Comments Compliments and Complaints Form. A copy is attached for your use.

You can also request a form by phone, letter or email. We will always be happy to help you.

Will my details be kept confidential?

We will take every reasonable step to keep your identity confidential. However, in order to investigate and respond to a complaint, staff or trustees at Sweetpea Charity or one of our suppliers (if involved in the complaint) may need to know the full information.

The Chief Executive of Sweetpea Charity will be responsible for deciding who receives this information.

Those people will be required to keep the details confidential. If a member of Sweetpea Charity staff, or trustees, or one of our suppliers' staff treats this information inappropriately, they may face disciplinary action.

What happens next?

Your complaint will be recorded in writing, to make sure that it is followed up. Some complaints can be dealt with very quickly, without the need for a formal investigation. If this is possible, Sweetpea Charity will do so.

You will receive a letter and Sweetpea Charity's response within 21 days. If you are not happy with our response, you can refer your complaint to the Trustees of Sweetpea Charity. Contact details are at the end of this document.

Making a formal complaint.

Within 21 days of you making a formal complaint, you will receive a letter acknowledging the complaint and telling you about our procedures.

A copy of this guide will also be sent to you, if you do not already have one. [This is Stage 1 of our formal procedure.](#)

The Chief Executive will investigate the complaint. As part of the investigation, it may be necessary to talk to staff, suppliers, or members of the public who may have further information.

A meeting will be held with any staff, volunteers, or others that were involved in the situation or event you have complained about.

If external suppliers were involved, they will also have an opportunity to attend this meeting and supply evidence.

Within 30 days, the Chief Executive will write to you, telling you the results of the investigation.

If there is a difficulty with the investigation, or staff disciplinary action has to be taken before the investigation can be completed, you will receive a letter explaining the situation. These may have to be dealt with before the investigation into your complaint can continue.

If your complaint has highlighted changes that need to be made, Sweetpea Charity will take the necessary steps to make suitable changes.

If your complaint involves a fundraising matter, our complaints procedure follows the standards required by the Fundraising Standards Board. The Board will be told about your complaint.

What happens if I am unhappy with the result of your investigation?

If you are unhappy with the results of our investigation, you have one month to write to our Chief Executive, and ask for a review of your complaint. [This is stage 2 of our formal procedure.](#)

The Chief Executive will then reply to you within one month, giving a final decision.

If your complaint was about fundraising, you have two months to refer your complaint to the Fundraising Standards Board. [This is stage 3 of our formal procedure.](#)

The Fundraising Standards Board then has 60 days to review the complaint and write to you with their decision. If you remain unhappy after these steps have been taken, you can refer your complaint to the Charity Commission. This organisation regulates charities in England. You will need to give them our charity registration number, which is [1122815](#).

Contact information.

Sweetpea Charity Comments, Compliments and Complaints:

Sweetpea Charity
20 The Hall
Allerton Hill
Leeds LS7 3NZ
West Yorkshire
Tel: 0113 805 5706
Email: info@sweetpeacharity.org
Website: www.sweetpeacharity.org

Fundraising Standards Board:

Fundraising Standards Board
PO Box 42197
London SW8 1ZS
Tel: 0845 402 5442
Fax: 0845 402 5443
Email: complaint@frsb.org.uk
Website: www.frsb.org.uk

Charity Commission:

Charity Commission Direct
PO Box 1227
Liverpool L69 3UG
Tel: 0845 3000 218
Fax: 0151 7031 555
Website: www.charity-commission.gov.uk

Using the feedback form.

If you would like to make a comment, give a compliment or make a formal complaint about Sweetpea Charity or any of its work, please use the attached form.

If you find there is not enough space for you to provide full details, please use a separate sheet of paper.

You may wish to include other information, including photographs or leaflets. If you want these items returning to you, please tick the relevant section.

When you have completed the form please send it, together with any other paperwork, to Sweetpea Charity, 20 The Hall, Allerton Hill, Chapel Allerton, Leeds LS7 3NZ, West Yorkshire, United Kingdom.

Please give as much of the following information as possible. Thank you.

Title (please circle):

Mr/Ms/Mrs/Miss or Other (if other please write the title here:)

First name:

Surname/Family name:

Your address:

.....

.....

.....

..... **Post Code:**

Email address:

Daytime telephone number:

Evening telephone number:

Section 1:

1. What do you think Sweetpea Charity did well or did wrong or failed to do?

2. How have you been affected by these actions?

3. What do you think Sweetpea Charity should do to improve further on this issue?

Please continue on a separate sheet if you do not have enough space here.

If you are making a helpful comment or compliment please go to Section 3. If you are making a complaint please help us by completing Sections 2 and 3.

Section 2:

4. On what date did you first find out about the matter you are complaining about?

5. Have you complained about this matter before? **(please circle) Yes / No**

6. If yes:

a. When did you first complain about it?

b. Was your complaint in writing? **(please circle) Yes / No**

c. Have you received a written reply? **(please circle) Yes / No**

d. If 'yes', can you tell us who from?

If you have received a letter, if possible, please send a copy with this form. Thank you.

e. If more than three months have passed since the incident that triggered your complaint, please tell us why you have not complained before.

.....
.....
.....

If you have any documents to support your complaint, please send them with this form. Thank you.

If you would like them returning to you, please tick here: (please tick)

Section 3:

If you have any other information that will be helpful, please use a separate sheet of paper.

The information you give to Sweetpea Charity may be used to help the charity, particularly in improving its work and grant making, or meeting its statutory obligations

Your personal information will only be used when necessary to help us investigate a complaint.

Your signature:

Date:/...../.....

Please send this form to:

Comments, Compliments and Complaints, Sweetpea Charity, 20 The Hall, Allerton Hill, Chapel Allerton, Leeds LS87 3NZ

Telephone: 0113 805 5706

Email: info@sweetpeacharity.org

Sweetpea Charity is the working name of The Sweetpea Charitable Trust, a registered charity (No. 1122815) in England.

Registered office: P O Box 51190 London SE13 9DF

Sweetpea Charity is a member of the Fundraising Standards Board and an organisational member of the Institute of Fundraising.

