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Title: Complaints Policy

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Authorised
by CEO/ESAB/Trustees

Complaints Policy

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1.0 INTRODUCTION

Foundation of Light takes any form of complaint very seriously and is committed to ensuring these are dealt with thoroughly and in a timely manner. Prompt and professional communication with the complainant is key to resolving any issues.

2.0 PURPOSE

The complaints policy, together with the customer feedback form, exist in order to ensure the Foundation of Light is able to solve, assess and take preventative measures to deal with any complaints that are received.

3.0 SCOPE

All employees are covered by our policy. This policy does not form part of your employment contract, and we may update it at any time.

This policy also applies to self-employed contractors, workers and agency workers.

2.0 POLICY

Complaints may be received from any of the following groups:

- General public/visitors
- Participants of Foundation of Light
- Customers of Beacon of Light
- Donors, sponsors, partners and supporters
- Workers
- Suppliers and contractors
- Other stakeholders including Trustees, Committee members and Ambassadors

All complaints received, whether in person, via email, social media, text or post will be handled in the same way.

5.0 RESPONSIBILITIES

The Managing Director is responsible for this policy. This policy is approved and amended via the following approval route CEO/ESAB/Trustees.

6.0 EQUALITY, DIVERSITY AND INCLUSION STATEMENT

All individuals will be treated equally and fairly in the application of this policy. All reasonable requests to accommodate requirements in terms of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation will be made, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation will be made.

7.0 RELATED DOCUMENTS

Complaints Procedure

Customer Feedback Form

Customer Service Policy

Safeguarding Adults at Risk Policy and Procedure

Safeguarding Children Policy and Procedure

Serious Incident Reporting to Charity Commission policy

Staff Behaviour Policy

REVIEW

This policy is reviewed every 3 years.