

<u>Policy</u>	<u>Author &amp; Board member</u>	<u>Date to Review</u>	<u>Responsible staff</u>
Complaints Procedure	Samantha Johnson: CEO	March 2018	Emma

The services we provide for children and young people, plus the funds we need to raise to facilitate our work, means thousands of children and adults engage with echo every year as beneficiaries, donors and volunteers.

The range of services we provide is extensive but, to minimise our costs, our services are managed by a small staff team supported by volunteers.

We recognise that despite our best endeavours, processes and training there is always the possibility that we may fail to meet our own high standards from time to time.

### **What to do if you have a complaint**

The first thing we want you to do is to tell us. If we do not know the problem, we cannot begin to fix it for you or learn from it.

All complaints are directed to our community and admin manager to ensure they receive a high priority.

### **How to contact us**

Often the easiest way for you to register a complaint, and for us to resolve it, is by phone. Simply call 07715 208 077 or 0207 998 4710

Emma can be contacted Monday to Thursday from 10am-3pm.

**You can email us at [hello@echo-uk.org](mailto:hello@echo-uk.org)**

### **You can also write to us at**

Emma Orpin  
Community and Admin Manager  
Canterbury House  
1 Royal Street  
London  
SE1 7LL

### **What we will do on receiving your complaint**

- We'll listen, record your complaint and advise you how it will be handled.
- We'll investigate whenever necessary.
- We'll take action to resolve the problem and tell you what that action is
- We'll take steps to avoid a repeat occurrence.

At all times we will treat you with understanding and respect. All we ask is that you do the same for our staff.

Confidential information in relation to your complaint will be handled sensitively. We are not able to respond to anonymous complaints or matters for which the Charity is not directly responsible. We are not responsible for people raising funds or awareness for us in the community.

Please note that ECHO does not use any cold calling techniques, directly or via third parties, as part of its fundraising programme.

### **Complaint response times**

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.

You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you.

### **What constitutes a legitimate complaint?**

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of echo which is under the control of the Charity, its staff or volunteers.

### **What if our response does not satisfy you?**

You can escalate the complaint to the CEO: Samantha Johnson

If your complaint relates to fundraising, and we are unable to resolve it to your satisfaction, you can refer it to the Fundraising Standards Board, the self-regulator. They can be contacted via their website [www.frsb.org.uk](http://www.frsb.org.uk) or at 65 Brushfield Street, London E1 6AA Tel: 0333 321 8803

Ultimately, you have recourse to the online complaint form at the Charity Commission [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)