



Complaints Procedure

At Pepal, we strive for excellence in all we do. However, we understand that there may be times when we do not meet our own high standards. When this does happen, we want to hear about it, deal with the situation and put measures in place to stop it happening again.

Pepal seeks to deal with comments and complaints in a respectful, open, timely and responsible way within the constraints of our resources. We take complaints very seriously and treat them as an opportunity to develop as it is vitally important to us we are accountable to our staff, partners, volunteers, and clients.

This policy covers feedback about the Pepal mission and values, strategies, policies, objectives, decisions, activities, governance, performance, use of resources, and the behaviour of, for example, our staff and volunteers and board members.

How to give feedback

You can contact us by email.

Email: sarah.galvin@pepal.org

Please remember to include your name and contact telephone number so we can get back in touch with you easily.

What happens after I submit my feedback?

Your feedback will be logged and you will receive an acknowledgement of your complaint within 14 working days of receipt. We aim to respond fully and conclusively to all feedback within 28 working days. Pepal will always ensure that all complaints are dealt with in a sensitive and thorough manner.

What we will do?

We will work to fix problems, correct mistakes and address concerns in a way that pleases you. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you where to go to if you want to take your complaint further.

In the situation, we receive a complaint that does not relate directly to something Pepal has done or that we are not able to comment on we will advise you on who to contact with your complaint. We are a small charity with limited resources and we must use these in the best possible way.

There may be rare occasions when we choose not to respond to a complaint at all. These include:

- When a complaint is about something Pepal has no direct connection to.
- When someone unreasonably pursues a complaint that we have already responded to.
- When a complaint is abusive, prejudiced, or offensive in their manner.
- When the complaint is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisation as part of a bulk mailing or email.

In these cases, we will inform you of our decision not to take the complaint further.

Who else can help?

If your complaint is to do with fundraising and you feel that it has been unresolved by our team then the Fundraising Regulator can investigate your complaint.

You must contact them within **two months** of receiving your response from us. Contact to the Fundraising Regulator:

Fundraising Regulator
2nd Floor, CAN Mezzanine
49-51 East Road
London, N1 6AH

0300 999 3407

www.fundraisingregulator.org.uk

Alternatively, if your complaint is related to another area of our work and you do not feel satisfied with our response then you can contact The Charity Commission at the address below.

The Charity Commission
PO Box 1227
Liverpool
L69 3UG

Or by telephone: 0845 3000 218