



Last Reviewed 15.11.23

Fighting With Pride Complaints Policy

1. Introduction

At Fighting With Pride (FWP), we are committed to providing the best possible experience to all individuals and stakeholders who engage with our services and activities. We understand that concerns and issues may arise from time to time, and we value feedback as an opportunity to improve. This policy outlines our approach to handling complaints across all our roles.

2. Scope

This policy applies to all individuals, including beneficiaries, employees, volunteers, donors, and members of the public who have interactions with FWP and wish to make a complaint.

3. Lodging a complaint

Complaints can be lodged through the following channels:

Online Form: Fill out our Contact Us form here: [Get in Touch \(fightingwithpride.org.uk\)](https://fightingwithpride.org.uk)

Email: send an email to info@fightingwithpride.org.uk

4. Complaint Handling Process

Upon receiving a complaint, we will follow this process:

1. Acknowledgment – Fighting With Pride will acknowledge receipt of the complaint within five working days of receipt.
2. Investigation – Fighting With Pride will appoint a Complaint Lead who will investigate the complaint.
3. Resolution – The Complaint Lead will seek a fair and satisfactory resolution to the complaint. If the complaint is upheld this may involve corrective actions, explanations, or apologies. If it is not upheld we will tell the complainant why.
4. Communication - The Complaint Lead will communicate the outcome of the investigation and resolution to the complainant within 25 working days of receipt. If investigation is still ongoing at this point, an update will be provided.
5. Escalation - If the complainant is not satisfied with the resolution, they can request a Trustee Review.

5. Confidentiality and Data Protection

All complaints are to be dealt with in confidence. This means that only those who need to be involved in investigating the complaint will have access to the relevant information, this includes relevant members of the communications team. This will include employees and volunteers, who may be involved with and support the process, as well as anyone else who is the subject of the complaint.

However, if the complaint relates to any form of criminal offence or any other activity about which FWP is required to notify a statutory authority, then FWP reserves the right to involve others where appropriate.

FWP will retain data and information related to a complaint investigation in accordance with its Data Protection Policy.

Information retained will include but may not be exclusive to; names of those involved, complaint notes, investigation documents and the outcome of the complaint.

For any queries or assistance regarding our Complaints Policy, please contact FWP at: info@fightingwithpride.org.uk

6. Dissatisfaction with this policy and procedure

It is our hope that for most complaints a mutually satisfactory outcome is met. If the complainant is unhappy with the outcome or the way the complaint has been processed, they have the right to complain to the relevant regulator.

Regulators that are relevant to FWP include:

Charity Commission for England and Wales
www.gov.uk/government/organisations/charity-commission

Information Commissioners Office
www.ico.org.uk

Fundraising Regulator
www.fundraisingregulator.org.uk

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