

TOYNBEE  
HALL



# Compliments and Complaints Policy and Procedures

*Governance:* Executive Approved Policy

*Policy owner:* Chief Operating Officer

*Policy created:* November 2015

*Review date:* October 2018

*Version control:*

*Version 2..2 -* October 2017. D Brady



## **Compliments and Complaints Policy & Procedures (Including Complaint Form)**

### **INTRODUCTION**

Toynbee Hall is committed to providing you with the best possible service. Unfortunately sometimes we don't get it right, and we want you to tell us, and if we get it right or when you feel that we are doing a good job we would also want to hear about it. We take all feedback very seriously and the following policy details how we will deal with any compliments or complaints we receive.

### **COMPLIMENTS**

Toynbee Hall values feedback regarding its staff and services, whether positive or negative. All compliments will be acknowledged, and will be passed to both staff involved and their line manager. A copy of the compliment will be kept on the employee's personnel file. You can either:

- write to us and then put the letter on our Compliments, Complaints & Suggestions box in our Advice Centre, or
- post the letter to us at Customer Service, Cityscape Community Centre, Old Castle St, London, E1 7NJ, or
- email your adviser or their manager, or email us on [advice@toynbeehall.org.uk](mailto:advice@toynbeehall.org.uk)

### **COMPLAINTS**

In order to be able to constantly develop and improve our services, it is important that we receive feedback from those who use our service including comments, suggestions and complaints. The complaints procedure is intended to provide a fair structure for making and dealing with complaints.

We will deal with complaints fairly and as quickly as possible and, once you put in a complaint, you will be kept fully informed at every stage of the procedure including at the 'informal' stage.

### **PRINCIPLES**

- Individuals or organisations making complaints have the right to be treated equally and not suffer discrimination and are entitled to seek external assistance to advocate on their behalf.
- All complaints will be treated with an open mind and will be investigated without prejudice.
- Individuals or organisations making complaints have the right to confidentiality. If requested names will not be disclosed in investigating complaints. However anonymous complaints will not be investigated.

- Abusive and offensive comments are not defined as complaints and will not be accepted as complaints.

## **PROCESS**

### **IN THE FIRST INSTANCE**

In the first instance we will try to deal with complaints informally, and we will work with you to resolve any comments, suggestions or complaints you have. So if you have a complaint about any aspects of the service you have received from Toynbee Hall you should contact the relevant staff member, project manager or supervisor directly.

However if you feel this is difficult or inappropriate, or if you do not feel the complaint was dealt with in a satisfactory manner you can submit a formal complaint

### **STAGE 1**

The complaint should be submitted in writing, and you can either write to us or fill in the Complaint Form attached below, and then:

- put the letter/form in the Complaints and Suggestions box in our reception
- post the letter/form to us at Customer Service, Toynbee Hall, 28 Commercial Street, London E1 6LS.
- email us at [\*\*complaints@toynbeehall.org.uk\*\*](mailto:complaints@toynbeehall.org.uk)

If none of these methods are suitable, please speak to our receptionist about information in other languages, in large print, or other ways in which we can meet your needs.

- The written submission should provide information about the nature of the complaint, and also the positive outcome you would wish to be achieved by bringing the complaint. This does not create an obligation for Toynbee Hall to resolve the complaint in this way.
- The complaint will normally be dealt with by the relevant services manager or head of services, depending on the circumstances leading to the complaint.
- We will give you an initial response within five working days.
- The person dealing with your complaint will write to you to inform you of the result of investigation within 21 working days.
- If you need help filling in the form, you can speak to our receptionist or any of our staff.

### **STAGE 2**

If you are dissatisfied with the results of the investigation undertaken during stage 1 you can contact us and ask for your complaint to be looked at by a member of the Senior Management Team. You can contact us at [\*\*complaints@toynbeehall.org.uk\*\*](mailto:complaints@toynbeehall.org.uk) or by writing to us as above. Please tell us why you are not happy with the response from the manager.

You must do this within 3 weeks of receiving the response from us to stage 1.

The complaint will be investigated by a member of the Senior Management Team. They will write to you to inform you of the results of the investigation within 21 working days.

### **STAGE 3**

If your complaint is about Financial advice, and you are dissatisfied with the results of the investigation undertaken during stage 2, you may be able to take your complaint to the Financial Ombudsman. They can be contacted at:

The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR

Telephone 0300 123 9 123

If your complaint is about a Tower Hamlets or City of London council funded service, and you are dissatisfied with the results of the investigation undertaken during stage 2, you may be able to take your complaint to the council. They can be contacted at:

City of London  
Guildhall,  
PO Box 270  
London  
EC2P 2EJ

Telephone - 020 7606 3030

Tower Hamlets Council  
Town Hall  
Mulberry Place  
5 Clove Crescent  
London  
E14 2BG

Telephone - 020 7364 5020

### **FUNDRAISING**

At Toynbee Hall, we value and respect our supporters and want you to have the best experience with us. Without you we would not be able to continue working towards a future free from poverty. As part of our commitment to high standards, we are registered with the Fundraising Regulator and abide by their [code of practice](#) to be legal, open, honest and respectful.

If you would like to raise a complaint about fundraising, the above complaints procedure should be followed. In the first instance you can contact a member of the fundraising team at [fundraising@toynbeehall.org.uk](mailto:fundraising@toynbeehall.org.uk) or 020 7392 2949.

### **Refunds**

If we make an error with your direct debit donation we will make a refund to you, on request, in line with the Direct Debit guarantee scheme. If a refund is made which is not due, you are required to repay the amount to Toynbee Hall.

If you believe we have made an error in processing a donation made by cheque or payment card, please contact a member of the fundraising team at [fundraising@toynbeehall.org.uk](mailto:fundraising@toynbeehall.org.uk) or 020 7392 2949. If we have made a mistake we can make a refund to you, on request. We accept donations in good faith and the money is used to help Toynbee Hall tackle poverty. We cannot refund your gift unless an error has been made on our part. We do hope you understand.

## **CONFIDENTIALITY**

In order to fully investigate your complaint, we may have to speak to other members of staff or volunteers to find out more information. However your complaint will be dealt with in a confidential manner at all times.

## **RECORD KEEPING**

Toynbee Hall will keep a record of complaints and compliments and these will be filed and kept for six years.



### **Complaint Form**

Full Name

Address

Postcode

Daytime Telephone Number

Mobile Number (if different)

Email address

Tell us about your complaint

Tell us what you think we should do and also the positive outcome you would wish to be achieved by bringing the complaint

Signed  
Date