



FAN – Friends and Neighbours

## **The FAN Charity Policies**

### **Settling Differences, Dealing with Complaints**

We welcome 'anyone friendly' in FAN Groups and we are committed to ensuring the experience is a rewarding one. We welcome and seek out feedback from participants on their experience in FAN. We try to get things right but occasionally we fall short of participants' expectations, and if something is not resolved to your satisfaction you have the right to make a complaint. This procedure is set out below.

Your complaint will be: -

- dealt with as quickly as possible
- handled fairly and politely; and
- investigated fully

How can you complain?

We wish to be as flexible as possible in receiving complaints. Volunteers can complain:

- by letter
- by phone
- in person (you can bring someone to support you if you wish).
- by email
- on behalf of someone else

Our COMPLAINTS PROCEDURE has three stages:

#### **STAGE 1: FIRST INFORMAL COMPLAINT**

You should, in the first instance, make your concerns known to your named FAN contact, who may be your Group Facilitator. S/he will try to resolve the matter immediately and informally. If the complaint involves your named FAN contact you may take it directly to the FAN member of staff who supports your area. If the complaint cannot be resolved informally, you will be asked if you wish to make a formal complaint.

#### **STAGE 2: FORMAL COMPLAINT**

If you wish to proceed, you will need to put your complaint in writing addressed to the FAN Manager\*. Your complaint will be acknowledged in writing or by phone within 6 working days and we will aim to resolve the complaint within 14 working days. If this

target of 14 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding.

\*If the complaint involves the FAN Manager, you may address it directly to the Chair of Trustees.

### STAGE 3: MY COMPLAINT HAS BEEN INVESTIGATED, BUT I AM STILL NOT SATISFIED

At this stage the complaint will be dealt with by the Chair of Trustees in conjunction with another member of FAN Trustees, who will carry out an investigation and provide a response within 28 working days. Their findings will be presented to a subgroup of FAN Trustees and their decision will be final.

Reviewed by FAN Charity: Working Group: Policies: Staffing November 2024

Adopted by Trustees 26.11.24



Signed:

Ian Thomson

Role: Chairman

Date: 26.11.24