

## Little Bundles – Complaints Procedure

Little Bundles aims to provide high quality services which meet our service users' needs. In order to ensure our services remain at a high standard, we have a procedure through which you can let us know of any reason you are not satisfied with your dealings with Little Bundles.

### **If you are not happy with Little Bundles, please tell us**

If you are unhappy about any of Little Bundles's services, please speak to the relevant contact in the first instance. In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

The person who receives an in-person complaint should:

- Write down the facts of the complaint.
- Take the complainant's name, telephone number and email address.
- Note down the relationship of the complainant to Little Bundles, e.g. donor, volunteer, referrer.
- Tell the complainant that we have a complaints procedure.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by email so that the complaint is recorded in the complainant's own words.

All volunteers who receive a complaint are required to notify a trustee of the complaint within five working days.

### **Making a written complaint**

If you are not satisfied with the response to your complaint or wish to raise the matter more formally, please contact the Chair of Trustees by email at [littlebundleschair@outlook.com](mailto:littlebundleschair@outlook.com).

All written complaints will be logged. You will receive a written acknowledgement of your complaint within five working days, along with notification of who is dealing with the complaint and an outline of how the

problem will be investigated and dealt with. The aim is then to investigate your complaint properly and give you a reply within a month. If this is not possible, an interim response will be made, informing you of the action taken to date or being considered.

### **Escalating the complaint to an external authority**

If you are not happy with the charity's response, you should contact the Charities Commission to escalate the complaint. See the web page 'Complain about a charity' at [www.gov.uk/complain-about-charity](http://www.gov.uk/complain-about-charity)

Little Bundles

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