

# **Complaints Policy & Procedure**

THE

**PFC**  
TRUST

**22/8/19**

## Policy

We are committed to giving you the best service we can; we value all feedback and welcome the opportunity to improve our Charity. We would hope that most problems could be resolved by simply getting in touch with a member of staff from the charity, but there may be a time you need to complain about a service we've provided, or a decision we have made.

This complaints procedure is for:

- people who have used our services and aren't happy
- people who feel they haven't received a service that we said we would provide
- people who are unhappy with a decision made by the board

We will make sure that your complaint is:

- treated seriously
- handled fairly without bias or discrimination
- treated confidentially

You should complain within 3 months of the event or outcome that you are complaining about. You need to tell us:

- what you think went wrong
- what you think we should do to put it right

When someone else complains on your behalf, we need written confirmation from you saying that you agree for them act for you.

### What happens next

A member of the PFC Trust who has not been involved with you up to this point (where possible) will look fairly at your case. The reviewer will look into your complaint and will report back to the board with an aim to respond to you within 30 working days. They will tell you the conclusions from the review and the reasons for the outcome.

### Procedure

In the first instance, we request that you please contact the PFC Trust to discuss the issue with a representative of the Charity on 07942 207499 or via email.

If you need to complain, please complete the complaints form (Appendix A) via the website at [www.thepfctrust.org](http://www.thepfctrust.org) or using one of the contact methods below:

Email: [pfc.trust@outlook.com](mailto:pfc.trust@outlook.com)

Post: The PFC Trust, PO Box 367, Stockton Street, Hartlepool, TS24 4FZ

## If you're not satisfied

If you are not happy with how the charity deals with your complaint, contact the relevant regulator.

### Fundraising complaints

Contact the Fundraising Regulator to complain about:

- the way you've been asked for donations
- how fundraisers have behaved

### Advertising complaints

Contact the Advertising Standards Authority to complain about:

- an advertising campaign you think is offensive, deceptive or inaccurate
- the amount of emails or mail you get from a charity

You can change how often you get emails, phone calls, texts or post from a charity using the Fundraising Preference Service

### Other serious complaints

Complain to the Charity Commission if a charity is, for example:

- not doing what it claims to do
- losing lots of money
- harming people
- being used for personal profit or gain
- involved in illegal activity

They will look at how the first review was handled, specifically if it:

- addressed the issues of your complaint
- fixed any shortfalls in our service
- conveyed the outcome clearly
- was thorough and fair

They will aim to let you know the outcome within 30 working days.

## Exercise your rights as a data subject

Under the General Data Protection Regulation (GDPR) you have a number of rights with regard to how we process your personal data. For an explanation of these rights and what they enable you to do, please see our privacy notice.

If you wish to make a request in regard to one or more of these rights, please email your request to [pfc.trust@outlook.com](mailto:pfc.trust@outlook.com)

**The PFC Trust**  
Registered Charity Number: 1187479

To help us process your request as quickly as possible please describe it in as much detail as you can.

If you are unhappy with the outcome of your request, or would like some independent advice on your rights, you can contact the Information Commissioner's Office.

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF



## Complaints Form

### Details of the Person with the Complaint

Name	
Address	
Telephone No.	
Email	

If you are representing the Person with the Complaint, please add your details below:

Name	
Address	
Telephone No.	
Email	

### Nature of Complaint

You have used our services and aren't happy

You feel you or someone else hasn't received a service that we said we would provide

You are unhappy with a decision made by the board

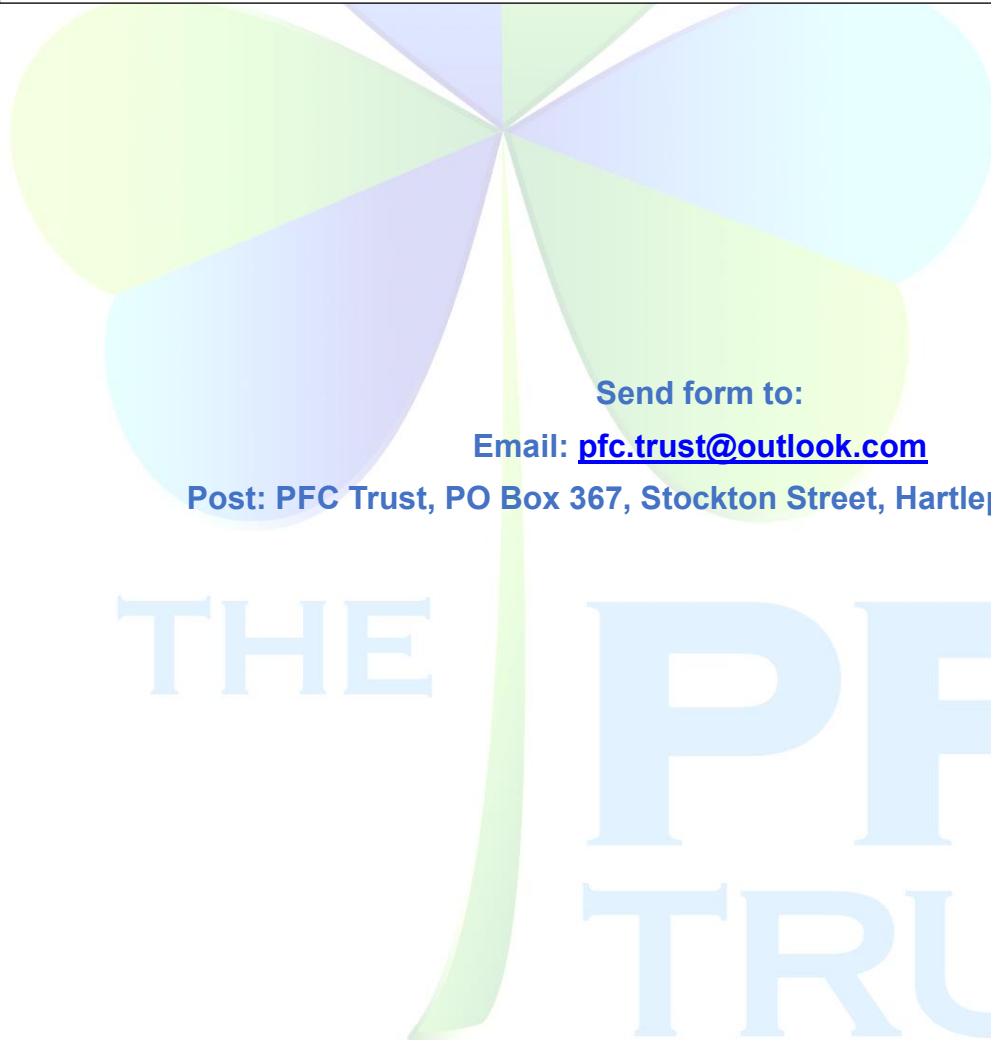
  
  

Date of event or outcome you are complaining about: \_\_\_\_\_

### Details of Complaint

what you think went wrong:

what you think we should do to put it right:



Send form to:

Email: [pfc.trust@outlook.com](mailto:pfc.trust@outlook.com)

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