

Comments, Compliments & Complaints policy

The Jon Egging Trust ('JET') is committed to delivering a high standard of service to anyone who engages with our work. We want to ensure that all those who come into contact with the organisation, whether as a client of the organisation, partner organisation or a member of the public, have a positive experience.

In order for us to monitor our service we invite those who have had contact with JET to tell us about their experience. Perhaps you have had a particularly positive experience of our service, or perhaps you feel there is something we could do better. In either case we would encourage you to let us know.

How to feedback on our service

If you were particularly impressed with a JET service or staff member or if you have a comment on how we could improve our service then please let us know.

You can give us feedback in person, in writing, via e-mail or telephone. You can provide your feedback by phone 0300 123 3044, email info@joneggingtrust.org.uk or by writing to:

The Jon Egging Trust
PO Box 17617
Redditch
B97 9RU

JET will keep a log of all feedback received and this will be analysed and presented annually to the Board.

How to make a complaint

This procedure sets out the way in which JET deals with complaints made about its staff or services.

1. If you are unhappy with the service you have received, in the first instance you should talk directly to the member of staff involved wherever possible, to see if an informal resolution is possible (this does not apply to cases of harassment – see Harassment Policy available on the HR site or from the Operations Manager). Only after an initial attempt at informal resolution has failed, will the dissatisfaction be classified as a complaint.
2. Any member of staff receiving a verbal complaint about JET staff or services will take details in writing and inform the appropriate Senior Manager for action. If a written complaint is received,

either a telephone or written response will be made, stating that it has been passed to the appropriate Senior Manager in the Executive Team. Complaints will then be passed on to the Senior Manager. If the appropriate Senior Manager is not available, and the matter is of utmost urgency, it should be passed onto the CEO. If the complaint is about the CEO, the complaint should be passed to the Director of Operations and Finance who will pass it to the Chair of the Trustees for a response, following the procedure below.

3. The Senior Manager will organise the response to the complaint. They will telephone you for an informal discussion and set out the timescale for dealing with the complaint, (this will normally depend on the complexity of the complaint). The Senior Manager will confirm the discussion and timescales in writing.
4. In most cases the Senior Manager will contact directly the staff involved in the complaint to carry out a preliminary investigation. The Senior Manager will decide on the action that will be taken by JET to remedy the complaint. The agreed outcome and actions will be communicated to you within the timescales previously advised.
5. If the issue is deemed by the Senior Manager to be sufficiently serious, for example if it relates to serious staff incompetence or inappropriate behaviour with disciplinary potential, including harassment, then the Senior Manager will inform the CEO who will proceed with further investigation. The CEO will decide on the most appropriate way of investigating and will include interviews with the complainant, the individual(s) complained of, and witnesses. The CEO will maintain an overview of the process of the complaint and be responsible for informing the complainant of what is happening and the likely timescales. The CEO will normally be responsible for writing to the complainant with the outcome and the actions to be taken by JET.
6. If you are unhappy with how your complaint has been dealt or are unhappy with the outcome, then you may appeal. If a Senior Manager had dealt with your complaint, then you may appeal to the CEO via the Director of Operations and Finance. If the CEO has dealt with your complaint then you may appeal to the Chair of the Trustees via the Director of Operations and Finance, who will arrange for a panel of board members to investigate. Please email the JET Officer Manager on info@joneggingtrust.org.uk if you require contact details for the Director of Operations and Finance. .
7. The decision of the board will be final; if you wish to pursue your complaint further then you are advised to contact your local Citizens Advice Bureau who may be able to advise you further.
8. We will keep a log of all complaints received, and this will be analysed and presented annually to the board.

Complaints about fundraising

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the **Fundraising Regulator**, the independent regulator of charitable fundraising to consider it by:

- Submitting your complaint through the Fundraising Regulator website www.fundraisingregulator.org.uk
- Contacting them on 0300 999 3407

JET is registered with the Fundraising Regulator and we agree to abide by its decisions. Please note that complaints to the Fundraising Regulator should be made to them within 4 weeks of JET's final response to a complaint. The Fundraising Regulator will consider complaints made outside of this timeframe, however, it may not be possible for them to investigate effectively due to the passage of time.

For more information on the process, visit their website.

Implemented	Author	Reviewed	Issue
04/06/2019	Laura Mears Operations Manager	08/03/2023	3