



Kisumu Children Trust

COMPLAINTS AND PROCEDURE POLICY

FINAL VERSION

This policy and procedure refers to external complaints received about the action or actions of Kisumu Children Trust (KCT). KCT views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

What is a Complaint?

It is important to be clear about the difference between feedback, a concern and a complaint.

Feedback: KCT welcomes feedback comments from sponsors, visitors to exhibition stands, at meetings, or in any other public way, regarding our website, publicity, our mailing methods, newsletter or any other aspect of our promotional and fundraising work for the support of our work in Tieng're, Kisumu, Kenya. For the majority of feedback received, KCT trustees or Executive Officers will respond as and where appropriate. However, where the KCT Chair considers the nature of any feedback constitutes a significant complaint, then the complaints procedure should be followed.

Concerns: This is defined as “an expression of worry or doubt over an issue considered to be important for which reassurances are sought.” KCT will take informal concerns seriously at the earliest stage. In most cases concerns are successfully resolved informally through discussions. The appropriate sharing of concerns at this stage will reduce the numbers that develop into formal complaints. It is anticipated that most concerns will be handled without the need for formal procedures.

Complaints: A complaint is any expression of dissatisfaction, about any aspect of KCT, including staff, Trustees, website, publications, policies or mission.

Where complaints may come from

Complaints may come from any person, sponsor, responsible family member if recipient is deemed vulnerable, or organisation that has any interaction with KCT or its website or who receives any of our publications. A complaint can be received verbally, by phone, by email, in writing or social media channels. Our communication back may be by post, phone, email or verbally.

This policy does not cover complaints from staff. Staff should refer to KCT's discipline, grievance, dignity at work, anti-harassment and bullying policies.

Our complaints policy is:

- To provide a fair and consistent complaints procedure that is clear and easy to use for everyone wishing to make a complaint and available on request.
- To make sure all complaints are investigated fairly, objectively and consistently and in a timely way.
- The Development Manager will make a “first response” within 3 working days, followed by a formal concluding response (if needed) within 3 weeks.
- This Formal response may come from a member of staff responsible for the issue raised rather than the Development Manager.
- To make sure that complaints are, wherever possible, resolved and that relationships are maintained.
- To gather information which helps us to improve what we do.
- Complaints will not normally be considered after a period of more than three months has elapsed since the incident in question. Exceptional circumstances will, of course, be taken into account.

- A record of each complaint will be available for inspection (on request after reasonable notice).
- A record of complaint will include details of the complaint, the date it was received, details of any investigation KCT may have undertaken and a copy of communications regarding the issue.
- KCT will retain records relating to complaints for at least 24 months from the date on which the complaint was made, except where data protection law requires that the information be put beyond use earlier than this (for example, where the complainant within this time frame requests that their information be destroyed).

Confidentiality

The name and details of the complainant information will be known only to those processing the complaint, the Trustee responsible for fundraising or the Trustee responsible for GDPR procedures and the chair of Trustees. Details will be handled sensitively and appropriately, and relevant information will only be shared with those who need to know following data protection requirements. All communications with the complainant will be recorded to ensure adherence to this policy.

If deemed unsatisfactory

In the formal response the complainant will be given details of how to complain directly to the Trustee responsible for Fundraising or the Chair (as appropriate) if they are not satisfied with the formal response. If after receiving that response, the complainant is still not satisfied, they will be told how they can contact the Fundraising Regulator or the Information Commissioner's Office (ICO) whichever is more appropriate.

Responsibility

Overall responsibility for this policy and its implementation lies with the KCT Board of Trustees. This Policy is reviewed every three years and updated as required. .

Agreed by the Board of Trustees Saturday, 13th October 2018.

Signed on their behalf _____ *Peter Brierley* _____ Chair of Trustees

Signed copies to the Chair (for his files), Vice-Chair for Minute book, and to Trustee for IT input