



## **KEEN London**

### **Complaints Policy**

KEEN London (“KEEN”) is committed to resolving complaints in an appropriate, fair and timely way. We welcome feedback as this helps us to improve the way we work.

#### **Purpose**

The purpose of this policy is to set out KEEN’s approach to receiving and dealing with complaints, how you can make a complaint, what you can expect from KEEN when you do so and how you can escalate a complaint if you are unhappy with the outcome. This policy applies to all areas of KEEN’s activities, however there are specific procedures related to fundraising, funding and property management which should be followed if your complaint relates to one of these areas.

#### **Our Approach**

We are sorry if you’re unhappy with anything to do with KEEN. Whilst KEEN is committed to operating to the highest standards, we recognise that there may be times when you feel that we do not achieve the level of service, or that the behaviours of our staff, trustees, volunteers or those acting on our behalf are not to the standard that you expect. If you do have a complaint, please let us know so that we can try and help.

We take all complaints seriously and we will be in touch as soon as we can once you’ve told us your concern. This policy reflects our commitment to ensuring that we have effective and transparent procedures in place for fair and efficient handling of complaints.

Please be assured that making a complaint will not affect the level of service you receive from us. We will keep all complaints confidential to the extent possible, subject to the need to disclose information necessarily as part of any investigation, as required by statutory authorities such as the Charity Commission and/or as a result of legal or regulatory obligations placed on us. If you make a complaint, we will treat you with respect and we expect you to treat our staff in the same way.

#### **How to make a complaint**

##### **What is a complaint**

Complaints can range from an expression of dissatisfaction; to something that is the cause or subject of protest or outcry; to an allegation concerning KEEN, raised by someone other than a member of staff or a trustee of the charity.

If you have a concern or issue that you do not consider amounts to a complaint, as defined above, we still want to hear from you. Please discuss the matter informally with any member of KEEN’s staff as soon as possible, so that this can be addressed at an early stage, or alternatively, you can share your views with us by emailing [info@keenlondon.org](mailto:info@keenlondon.org)



In addition to reporting any complaints to KEEN:

- a) if your complaint relates to actual or suspected criminal activity or raises a serious safeguarding concern which poses a threat to a person's life or wellbeing, please report this to the police; or
- b) if it relates to actual or suspected fraudulent activity, this can be reported to ActionFraud at [http://www.actionfraud.police.uk/report\\_fraud](http://www.actionfraud.police.uk/report_fraud) or call 0300 123 2040.

### **How to get in touch**

If you would like to make a complaint, the best way to do this is by email. You can contact us at: [complaints@keenlondon.org](mailto:complaints@keenlondon.org)

Alternatively, if you would prefer to write to us, please address your complaint to:

Complaints Management (Private and Confidential)  
KEEN London  
Unit W1,  
8 Woodberry Down,  
London,  
N4 2TG

If you cannot make your complaint in writing, you can reach us by phone on: 0207 686 3172

### **What to cover**

In order to help us to effectively investigate your complaint, please could you set out the facts in as much detail as you can, as clearly as possible. In particular, please tell us:

- a. what happened;
- b. when it happened;
- c. who you dealt with;
- d. why you consider this to be a complaint; and
- e. what you would like us to do to address your complaint.

Please be aware that we will keep your complaint and any information or document you disclose to us confidential. We will only disclose information internally or to our external advisors to the extent necessary to investigate your complaint effectively.

Please see the Your Personal Information section below for more details.



## **What we will do**

We take complaints seriously and all complaints will be investigated. We will take action in response to any failures identified by the complaint or investigation, if applicable.

We aim to respond to your complaint within 14 days of receiving it:

- a) if we have been able to resolve the complaint within that time, we shall include details of this and shall treat the matter as closed.
- b) If a complaint requires further investigation, we will acknowledge receipt of your complaint and set out who will be dealing with the complaint and their contact details (the “Complaint Lead”).

The Complaint Lead will investigate your complaint and may need to speak to you further to gather such additional information as necessary in order to assess your complaint. They will consider the subject matter of the complaint, whether they consider the complaint should be upheld and, if so, what remedial action or redress KEEN may consider appropriate.

The Complaint Lead will usually advise you of their findings and KEEN’s conclusion within 30 days of the acknowledgement of receipt of your complaint. If we are unable to give a definitive response within that timeframe, for example because an investigation has not been fully completed, we send a progress report with an indication of when a full reply will be given.

## **Next Steps**

If you are not happy with our response, please let us know as soon as possible. Your complaint will be escalated to KEEN’s Chair of Trustees, who will carry out a review and let you know the outcome within 30 days.

The decision taken at this stage is final.

If you remain dissatisfied with our response, please refer to the Charity Commission’s guidance publication ‘CC47 Complaints About Charities’ to see if they will investigate your complaint further (<http://www.charitycommission.gov.uk/publications/cc47.asp>) or contact them at: [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk); or in writing at: Charity Commission, PO Box 1227, Liverpool, L69 3UG

## **Accessibility**

Please contact us to discuss any specific communications needs you may have.

## **Your personal information**

We will only use any personal information you send with your complaint for purposes connected with that complaint.



We can usually only investigate complaints where the identity of the complainant is known so that it is possible to go back and verify information if needed. When an anonymous complaint is received of a serious nature, KEEN may consider investigating if there is enough information to guide further enquiries.

### **Internal record-keeping**

The details of any complaint received by KEEN (including name of complainant and details of the complaint) and the measures taken for its resolution will be logged in a complaints register which is maintained centrally by the Head of Services.

### **Regulatory and legal bodies**

KEEN may decide or be required to pass a complaint onto regulatory or legal authorities (e.g. the Charity Commission or the police), for example, if there is a reasonable basis to suspect that an organisation or individual have acted illegally or if KEEN considers the complaint amounts to a Serious Incident that should be reported to the Charity Commission.