

Extra Mile Charity

Complaints Policy

Date Adopted	3rd June 2020
Date ratified by Trustees	10th June 2020
Date of review	July 2021
Chair of Trustees	Mike Fielding

Complaints Policy

1. Policy statement

- 1.1 This policy applies to Extra Mile and is global in application. A complaint can be made by any supporter, community or individual with whom we work or any member of the public whether an individual, company or other entity in the United Kingdom or anywhere else in the world.
- 1.2 Ensuring that our stakeholders can hold us to account will improve the quality of our work. Extra Mile strives to be excellent in all that it does but recognises that this cannot always be the case. When we make a mistake we want and need to be informed. We will use the information to endeavour to put things right and to help us to become more effective.
- 1.3 Extra Mile is committed to ensuring the accessibility of its Complaints Policy, procedures and systems for making a complaint, across the breadth of our work.

2. Definitions

- 2.1 A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action by Extra Mile or its staff, volunteers or anybody directly involved in the delivery of our work. It is a criticism that expects a reply and would like things to be changed. Complaints could include the following (which is not an exhaustive list):
 - 2.1.1 Concern from someone we work with about the quality of programme delivery
 - 2.1.2 Concern from a member of the public or supporter about a particular fundraising approach or campaign
 - 2.1.3 Concern about the behaviour or staff, volunteers or contractors.
- 2.2 A complaint has to be about an action for which Extra Mile is responsible or is within our sphere of influence.
- 2.3 A complaint is not:
 - 2.3.1 A general query about Extra Mile's work
 - 2.3.2 A request for information
 - 2.3.3 A contractual dispute
 - 2.3.4 A request to amend records e.g. to correct an address, cancel a donation
 - 2.3.5 A request to unsubscribe from an Extra Mile 'service' e.g. a campaign newsletter or email.

3. Principles

3.1 Accessibility

3.1.1 Complainants should be able to make a complaint as easily as possible: written correspondence (addressed to: Extra Mile, PO Box 4884, Rugby, Warwickshire, CV21 9GL), email (extramilesierraleone@outlook.com), telephone (07477 800280), verbally, via a third party, etc. We are committed to making communication with us as easy as possible.

3.2 Timeliness

3.2.1 Extra Mile aims to resolve complaints within 14 days of receipt. In the event that a complaint cannot be resolved within this timeframe the complainant will be informed about the progress made to date and when they can expect to receive a response. Complaints should be made within 3 months of the relevant incident. In exceptional circumstances Extra Mile may be able to respond to a complaint that is older, although the passage of time may make it harder to resolve the complaint satisfactorily.

3.3 Confidentiality

3.3.1 Some complaints need to be kept confidential in order to safeguard those making or involved in the complaint. However in some instances we might judge that the complainant will be better served if others are involved in the resolution of a complaint. Third parties will only be included in the resolution of confidential complaints on a case-by-case basis and with the agreement of the complainant.

3.4 Documented

3.4.1 Some complaints may be both made and resolved verbally, e.g. by telephone or face to face. Where they are unable to be resolved verbally, complaints must be made in writing.

3.5 Right to appeal

3.5.1 Complainants who have launched a well-founded complaint and who are unsatisfied with Extra Mile's response to that complaint have the right to appeal to the Extra Mile Trust Board.

3.6 After an Appeal

3.6.1 After the internal appeal, there is no further internal process. You may however still contact our UK Regulator, The Charity Commission.

3.7 Mutual Respect

3.7.1 Everyone who makes a complaint to Extra Mile will be treated with courtesy and respect. In return, Extra Mile expects people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, Extra Mile reserves the right to withdraw or modify its complaints process.

4. Part of a learning process

4.1 We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of the Trustees in order that we learn from what we do and how we do it. This information will not necessarily be available to the public.

5. Review

5.1 Extra Mile will keep this policy under review and an annual report will be produced on its implementation.

