



Complaints Policy

POLICY STATEMENT

HM Forage relies on the generosity and good will of its stakeholders and works hard to avoid the necessity for complaints, and we hope that they will feel more inclined to give us compliments or comments. Constructive feedback will help us to develop our way of operation more effectively and we value any comments you may have.

Compliments and comments

If you are happy with the way that we run the charity, we would be very pleased to hear from you.

Complaints

We also want to know if there is any part of our operation that you are unhappy with. We take all feedback and complaints seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner by the Chair of the Board of the Trustees.

The Complaint

Including the following details will help us to investigate your complaint effectively and quickly:

- The specific area to which the complaint applies.
- Your name and contact details: this is essential as we will not investigate anonymous complaints.
- Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Please let us know if you have already reported the complaint, and if any action was taken previously.

APPROACH

Our complaints procedure has three stages.

Stage 1

The first thing to do if you are unhappy about any aspect of our charity is to bring this to the attention of the Chair of the Board of Trustees, Howard Measham, who can be contacted by email at howard.measham@hmforage.org, by telephone on +44(0)7836678503 or in writing to: HM Forage 4 Park Place, Seer Green, Buckinghamshire, HP9 2FJ.

The Chair of the Board of Trustees will try to resolve your concerns immediately, however, if this is not possible, they will confirm our understanding of your complaint in writing within 5 working days and respond in full within 20 working days.

Stage 2

We hope that you have been happy with our response and do not have recourse to this next stage but if this is not the case, we will escalate your complaint to HM Forage's Board of Trustees. If you would like this to happen then please contact the Secretary of the Board of Trustees by email to graham.hawkes@hmforage.org for the attention of HM Forage's Board of Trustees. The Trustees will acknowledge receipt within 5 working days and respond within 20 working days.

Stage 3

If your complaint is related to HM Forage's fundraising practices and you are not satisfied with the response of HM Forage's Board of Trustees, you can contact the Fundraising Regulator who can independently investigate your complaint:

www.fundraisingregulator.org.uk/make-a-complaint/complaints/

If your complaint is related to HM Forage's charitable activities and/or governance and you are not satisfied with the response of HM Forage's Board of Trustees, you can contact the Charity Commission who can independently investigate your complaint:

<https://www.gov.uk/complain-about-charity>

VERSION CONTROL

<i>Version No.</i>	<i>Date</i>	<i>By (Name, Position)</i>	<i>Details of changes</i>	<i>Reviewed and approved by Board of Trustees</i>
1	20/12/2023	Graham Hawkes, Trustee & Secretary	N/A	07/01/2024