

Feedback and complaints policy

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COMPLIMENTS, COMMENTS AND COMPLAINTS POLICY

CONTENTS

1. Policy statement	4
2. Who this policy is for	4
3. Complimenting us on our work or our people	4
4. Commenting on anything we could do better.....	4
5. Complaining about our work or our people.....	5
6. Defining a complaint	5
7. Sharing your compliments, comments and complaints with us	6
8. Taking your complaint outside the Trust	7
9. Legal framework and guidance	8
10. Trauma-informed approach.....	8

Related documents:

Safeguarding Children Policy and Procedure

Data Protection, Information Security and Confidentiality Policy

Subject Access Request template (www.forbabyssake.org.uk/privacy)

Grievance Policy and Procedure

Disciplinary Policy and Procedure

Privacy Notice (www.forbabyssake.org.uk/privacy)

Recruitment and Safer Recruitment Policy and Procedure

Whistleblowing Policy and Procedure

Sexual Harassment Policy

FEEDBACK AND COMPLAINTS POLICY

1. Policy statement

The For Baby's Sake Trust ('the Trust') operates with openness, honesty, integrity and in compliance with the law. The Trust is committed to providing high quality, transparent and accessible services to our service users, staff, trustees, supporters, stakeholders and all other individuals associated with us.

However, sometimes things do go wrong and not everyone will agree with what we do.

2. Who this policy is for

This policy applies to individuals (members of the public) and organisations wishing to comment on, compliment or complain about the performance of services, fundraising activities and the conduct of employees, volunteers, contractors and third parties working with or acting on behalf of the Trust.

This policy does not apply to employees, volunteers, interns, contractors, consultants and trustees. In the event that they wish to make a complaint, they should refer to the relevant Trust policies, such as Grievance Policy, Whistleblowing Policy and Safeguarding Children Policy.

Those to whom this policy does not apply should make their compliments and comments to their line manager or to the person they consider their compliments and comments are most relevant.

3. Complimenting us on our work or our people

Compliments are valuable and important to us and when they are received they will be recorded, reported on and valued. Compliments enable us to:

- Understand from our service users, supporters and stakeholders what we do well and the positive difference this makes
- Provide positive feedback to our staff and those delivering our services
- Influence the ongoing development of what we do and how we do it

4. Commenting on anything we could do better

It is always helpful to hear what people think about us, what we do and how we do it. Comments explaining where we could do better, or build on what we are doing well, are welcome. This feedback helps to influence the decisions we make as an organisation and maintain the standards of our work and raise ideas or issues of real importance that can lead to our continuous improvement.

Whenever we can, we will record and report, internally and externally if appropriate, on the comments we receive. We will do our best to acknowledge compliments and comments whenever possible but, in circumstances when this is impossible, please be assured that they are always appreciated.

5. Complaining about our work or our people

There may be times that you believe our trustees, staff or third parties working on our behalf have made a mistake or have got things wrong. When this happens, we want to hear about it, will always take it seriously, record and report on it internally and externally if required, deal with it as quickly as possible and put measures in place to stop it happening again.

We will always take steps to maintain the confidentiality of your personal information.

We will only disclose it to people who need it to look into your complaint and, rarely, to others where we are legally permitted or required to do so.

6. Defining a complaint

We define a complaint as **‘an expression of dissatisfaction, however made, about actions taken or a lack of action taken by the Trust or someone acting on behalf of the Trust.**

Where it is unclear whether a communication is a complaint, we will do our best to confirm this with you if we can.

The following issues will be treated as complaints as they touch upon the Trust's purpose and values (this is not an exhaustive list):

- Poor standards of service including accusation of professional incompetence/misconduct
- Non-compliance with the Trust's own policies/procedures
- Inappropriate/improper fundraising methods
- Current or non-current (historic) harm to children or vulnerable individuals by the Trust
- Criminality within or involving the Trust
- The Trust being used deliberately for significant private advantage
- Non-compliance with relevant laws and regulations

When making a complaint, please state clearly and briefly:

- What went wrong
- When and where it happened
- Who was involved
- What you want from your complaint
- Your name, address and contact details

The Trust will take all complaints seriously and deal with them appropriately, including contacting you if we can discuss the matter further, and use the information to improve our practice in any way we can.

However, under certain circumstances, we may not be able to follow all the processes outlined in this policy. These include:

- When your complaint is about something the Trust has no connection to
- When a complaint is insufficiently clear, incoherent or illegible
- When a complainant is harassing a member of staff

- When a complainant is being abusive, prejudiced or offensive in their manner
- When a complaint has been sent to us and other organisations as part of a bulk mailing or email
- When a complaint is made anonymously

7. Sharing your compliments, comments and complaints with us

You might wish to pass your compliments and comments directly to the members of staff, managers, directors or trustees with whom you are in contact. You are welcome to do so. We encourage and support colleagues to share these with their managers and directors. You are also welcome to email our central mailbox: comments@forbabyssake.org.uk or write to the CEO of the Trust at the address above.

For Complaints, below is the process to be followed.

Step 1: Raise the Concern

- Informally raise the issue with the person involved, if appropriate.
- If not appropriate or unresolved, escalate to:
 - Your line manager
 - Your line manager's manager
 - Or a senior manager, CEO, or designated lead (e.g. Anti-Sexual Harassment Lead, Safeguarding Lead), depending on the nature of the concern.

Step 2: Submit a Formal Complaint

- Send your complaint via:
 - Email: complaints@forbabyssake.org.uk
 - Post: Write to *Chief Executive Officer (CEO) of The For Baby's Sake Trust*
- For whistleblowing, contact:
 - Your line manager (if appropriate)
 - Or escalate to the CEO, Chair, or Vice-Chair depending on who the concern involves.

Step 3: Acknowledgement and Investigation

- The Trust will acknowledge your complaint or whistleblowing concern within 5 working days.
- A full written response will be provided within **20 working days**.

Step 4: Outcome and Appeal

- You will be offered a meeting to discuss the outcome within 10 days of full written response.
- If you wish to appeal, submit it in writing or via:
 - Email: appeals@forbabyssake.org.uk
 - Within 15 working days of receiving the response
- The Trust will:
 - Acknowledge the appeal within 5 working days
 - Provide a full written response within 15 working days
 - A meeting may be provided after the full written response if relevant.

Step 5: External Escalation (if unresolved)

If you're not satisfied with the outcome, you may escalate to:

- Fundraising Regulator
- Charity Commission
- Information Commissioner's Office (ICO)

8. Taking your complaint outside the Trust

Complaints about fundraising

The Trust is registered with the Fundraising Regulator, an independent body that works to ensure that charities raising money from the public do so honestly and protects the public, donors and potential donors, not least those who may be vulnerable, from unacceptable fundraising practices.

The Trust is committed to the highest standards in fundraising practice and the regulator's fundraising promise. If your complaint relates to fundraising and you feel it remains unresolved, the Fundraising Regulator can investigate your complaint. They can be contacted at:

The Fundraising Regulator
2nd Floor
CAN Mezzanine Building
49 – 51 East Road London
N1 6AH

Telephone: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk

www.fundraisingregulator.org.uk



Complaints about data protection and privacy

If you wish to make a complaint that relates to your data protection and privacy rights, please contact the Trust's Data Protection Officer by emailing dpoofficer@forbabyssake.org or writing to our Data Protection Officer, The For Baby's Sake Trust, 1B Meadway Court, Rutherford Close, Stevenage SG1 2EF.

If you are not happy with the way we have handled your data and are unable to resolve the issue with us, you have the right to lodge a complaint directly with the Information Commissioner's Office, the UK's independent body set up to uphold information rights, at:

www.ico.org.uk/concerns

Serious complaints about the charity

If you have made a serious complaint about us and you do not feel satisfied with our response, you can contact the Charity Commission. Examples of serious complaints include failing significantly to do what we say we do or seriously harming those whom we seek to help.

If your complaint relates to fundraising or data protection and privacy complaints, you should contact the relevant regulators described above, rather than contacting the Charity Commission.

If you suspect that we are involved in illegal activity, you can contact the Charity Commission directly, without first complaining to us.

The Charity Commission can be contacted at:

Charity Commission
PO Box 1227
Liverpool
L69 3UG

Telephone: 0845 3000218
www.charity-commission.gov.uk

9. Legal framework and guidance

This policy considers relevant legal requirements, regulations and guidance, including:

- The Children Acts of 1989 and 2014
- Working Together to Safeguard Children 2018
- The Fundraising Regulator's Code of Fundraising Practice and Fundraising Promise
- Good Governance: a Code for the Voluntary and Community Sector
- Charities (Protection and Social Investments) Act 2016
- Data Protection Act 2018

10. Trauma-informed approach

Trauma-informed approaches have become increasingly cited in policy and adopted in practice to reduce the negative impact of trauma experiences and support improved mental and physical health outcomes. They build on evidence developed over several decades. At the For Baby's Sake Trust, we understand how experiences of trauma and adversity can have a profound and wide-reaching impact on the lives of individuals, families, and communities. These experiences can influence people's daily interactions and how they interpret the world and view their role in it. Trauma informed approaches acknowledge the prevalence of trauma in society, recognise the signs and symptoms of trauma and resist re-traumatising people. We understand that "Trauma results from an event, series of events, or set of circumstances that is experienced by an individual as harmful or life threatening. While unique to the individual, generally the experience of trauma can cause lasting adverse effects, limiting the ability to function and achieve mental, physical, social, emotional, or spiritual well-being". Office for Health Improvement & Disparities, Working definition of trauma-informed practice 2022.

Our trauma-informed practice is grounded in the understanding that trauma exposure can impact an individual's neurological, biological, psychological, and social development and forms part of all our policies. We aim to improve the accessibility and quality of services by creating culturally sensitive, safe services that people trust and want to use. It seeks to prepare therapeutic practitioners to work in collaboration and partnership with people and empower them to make choices about their health and wellbeing. This is achieved by adhering to the

key principles of trauma-informed practice - safety, trust, choice, collaboration, empowerment, and cultural consideration.

The same considerations underpinned by the same principles are offered to all staff at the Trust, who might have experienced trauma or are currently in that position by asking what they need and collaboratively considering how these needs can be met safely.