



Complaints Procedure

The Charity, Act Now, is committed to providing high-quality services and experiences to all our stakeholders, including donors, volunteers, beneficiaries, and the general public. We recognise that, despite our best efforts, there may be occasions where individuals may wish to raise concerns or complaints about our activities or services.

1. Purpose

This policy outlines the procedure for making and handling complaints regarding Act Now's activities, services, or conduct. It aims to ensure that complaints are dealt with fairly, promptly, and resolved satisfactorily wherever possible.

2. Scope

This policy applies to all stakeholders engaging with Act Now, including but not limited to donors, volunteers, beneficiaries, staff members, and members of the public.

3. Principles

Accessibility: We will ensure that our complaints procedure is accessible to all individuals, regardless of their background or circumstances.

Transparency: We will be open and transparent throughout the complaints process, providing clear information about how complaints are handled and resolved.

Fairness: We will treat all complaints seriously and impartially, without prejudice or discrimination.

Confidentiality: We will handle all complaints with sensitivity and respect for confidentiality, ensuring that personal information is protected in accordance with data protection laws.

Accountability: We will take responsibility for our actions and strive to learn from complaints to improve our services and operations.

4. Making a Complaint

Complaints can be made verbally or in writing, by contacting Act Now through one of the following channels:

Email: trustees@actnowinitiative.org

Telephone: 0204 538 9858

Postal address: The Act Now Initiative, 86-90 Paul St, London, EC2A 4NE



When making a complaint, individuals should provide their name, contact details, and a clear description of the issue or concern they wish to raise. Anonymous complaints will be considered, but providing contact details may facilitate a more thorough investigation and resolution.

5. Complaint Handling Procedure

Upon receiving a complaint, we will:

Acknowledge Receipt: We will acknowledge receipt of the complaint within five working days, providing an indication of when the complainant can expect a full response.

Investigation: We will conduct a fair and thorough investigation into the issues raised, gathering relevant information, listen to the complainant and the outcome they are seeking in addition to consulting with relevant stakeholders, as necessary. The investigation will, where possible, be conducted by someone independent of the events complained about. Where this is not possible, Act Now will consider whether it is reasonable for a third party to conduct the investigation.

Where possible, members of staff will be informed if a complaint has been made about them or actions for which they were responsible. Act Now has a duty of care to staff complained about as well as to complainants. Act Now will ensure members of staff have an opportunity to respond to the allegations made as part of the investigation.

Resolution: We will aim to resolve complaints as quickly as possible and within 28 days. We will provide clear, evidence-based justification for any outcome derived from the investigation into matters raised by the complainant, ensuring any decisions are proportionate, appropriate and fair.

Act Now takes responsibility for the actions of their staff and those acting on behalf of the Charity.

Depending on the nature of the complaint, this may involve offering an apology, providing clarification or information, taking corrective action or offering redress where appropriate.

Communication: We will keep the complainant informed of the progress of their complaint and notify them of the outcome once the investigation is complete. If the investigation is likely to take longer than initially anticipated, we will provide regular updates on the status of the complaint.

When responding to complaints, Act Now will be respectful and acknowledge the experience of the complainant, whether the complaint is justified or not. When responding to a complaint, Act Now will acknowledge if things have gone wrong and take proportionate action to put things right, including apologising where appropriate. This should also include telling the complainant about the lessons learnt and any changes made to services, guidance or policy as a result of the complaint.



Escalation: If the complainant is not satisfied with the outcome of their complaint, they may request a review by escalating their complaint to a senior member of staff.

6. Learning from complaints

Act Now regard complaints as a source of learning and improvement. Act Now will regularly review the complaints we have received to identify any trends or wider learning. In reviewing the complaints we have received, we will consider what lessons can be learnt and how they can improve their service and the experience of donors.

Act Now will keep a record of the complaints received, the outcomes of their investigations and the reasons for their decisions. We will consider how this reporting links to the requirement outlined in the Charities (Protection and Social Investments) Act 2016 which requires registered charities to have their accounts audited to include extra information about fundraising complaints in their annual report and accounts.

Act Now will regularly report to the Senior Management Team and Board of Trustees on the number and nature of complaints received and the outcome of those complaints, including whether they have led to a change in services, policies or procedures.

Change Record

Date of Change:	Changed By:	Comments:
10/04/2024	Created	