

## Compliments and Complaints Procedure

Carers UK is committed to helping carers and providing high quality services. Whoever you deal with at Carers UK we expect you to be treated with courtesy and to find our organisation friendly and welcoming.

If you are pleased with the service you've received, or if you are dissatisfied with any aspect of our work, then we would like to hear about it. Feedback provides an opportunity for us to assess and improve how we work.

### Complimenting Carers UK

We welcome compliments about all aspects of Carers UK's work. These help us to learn from what we're doing well, understand how our services are benefitting carers, and provide positive feedback for staff and volunteers.

Please send all compliments to [compliments@carersuk.org](mailto:compliments@carersuk.org)

### Complaining about Carers UK

- Complaints should be made as soon as possible after the action which caused the complaint took place.
- If you are in contact with a member of Carers UK staff, you should try to resolve the problem informally with them first.
- If you are not able to resolve the problem informally with a member of staff, we welcome complaints by the following methods:
  - by email at [complaints@carersuk.org](mailto:complaints@carersuk.org)
  - by post at Carers UK, 20 Great Dover Street, London SE1 4LX

When making a complaint, it would be helpful if you could state clearly and briefly:

- what went wrong
- when and where it happened
- who was involved
- what you would like as a result of making a complaint (eg an apology or a change to how we provide our services)
- your name, address and contact details (telephone and/or e mail).

### **Once we have received your complaint:**

- The Chief Executive's Assistant will log your complaint and pass it to the most relevant member of staff
- We will acknowledge receipt of your complaint within five working days and let you know which member of staff will be dealing with it
- We will treat your complaint seriously and investigate it thoroughly
- We will respond to your complaint in writing with the findings of the investigation (this will usually be within 30 days of you making the complaint)
- The Chief Executive of Carers UK will be informed of the outcome of the complaint
- We will learn from the complaint and include details of all complaints submitted in our annual report to the Board of Trustees

### **If you wish to take the matter further:**

If, after receiving a response from us, you still think that the matter has not been resolved, there is an opportunity to appeal. To make an appeal you should contact the Chief Executive's Assistant who will then ask a senior manager (who has had no previous dealings with the issue) to look at the issue further and inform you of the new timescale in which we would hope to reach a conclusion.

If your complaint concerns a senior manager, the first stage will be dealt with by the Chief Executive. If your complaint concerns the Chief Executive the first stage will be dealt with by a trustee appointed by the Board of Trustees. Their decision is final.

If you're still dissatisfied with the second stage investigation and your complaint relates to our services in England or Wales, we would encourage you to contact the Charity Commission on 0845 300 0218 or at [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk). If your complaint relates to our services in Scotland you should contact the Scottish Charity Regulator at [www.oscr.org.uk](http://www.oscr.org.uk) and if it relates to our services in Northern Ireland you should contact the Charity Commission for Northern Ireland at <http://www.charitycommissionni.org.uk>

### **Your privacy:**

By submitting a complaint through our Complaints Procedure, you are agreeing to let Carers UK use your details in order to process your complaint quickly and easily. We will treat your complaint as confidential and will only share information with staff and volunteers as necessary to assist the investigation. We will not be able to investigate anonymous complaints.

### **Fundraising complaints:**

If your complaint refers to Carers UK fundraising and you're dissatisfied with the response and investigation we have provided, please contact the Fundraising Regulator for advice on 0300 9993407 or at [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

**November 2021**