

Carers UK: Making a complaint

1. About Carers UK

Carers UK is a charity set up to support the millions of people who care for an elderly relative, a sick partner or a disabled family member.

Carers UK

- supports carers and provides information and advice about caring
- influences policy through our research based on carers' real life experiences
- campaigns to make life better for carers.

This policy covers Carers UK, Carers Scotland, Carers Wales, Carers Northern Ireland. We have paid staff located in offices in London, Glasgow, Cardiff and Belfast. We have a network of volunteers across the UK.

2. What to expect from Carers UK

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

If you have a concern or you are dissatisfied with any aspect of Carers UK's services or activities, we want to hear from you.

This policy outlines how we deal with complaints about any aspect of Carers UK made by a member of the public. If you have a complaint relating to fundraising, please note that we have special provisions detailed in section 11.

3. How we will respond

We want you to be satisfied with Carers UK, but if you are not or if something has gone wrong, we want to ensure that:

- making a complaint is as easy as possible
- we always respond and treat your complaint seriously
- we deal with you promptly and politely
- we respond to you in the right way, for example with an apology where things have gone wrong; or with an explanation or information as appropriate
- we learn from complaints to help improve how we work.

4. How to make a complaint

You can contact Carers UK verbally (face to face or over the telephone) or in writing (via letter, fax, through our website or via email) or through an advocate. Carers UK will not act on anonymous complaints, unless it could be a matter for the police.

5. Resolving the matter informally

If you have a concern or problem you should try, in the first instance, to resolve the problem informally with a member of Carers UK staff if your complaint is concerning a Carers UK Volunteer please refer to section 7.b below.

They will often be able to put things right very quickly and simply.

6. Information about the matter

It would be helpful if you could 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 (telephone and/or e mail).

7. Who to contact if your comment or complaint concerns

a. Carers UK staff

Please contact the line manager of the member of staff concerned. If you do not know who to contact you should ask Carers UK by calling 020 7378 4998 or email complaint@carersuk.org

b. Carers UK volunteer

Please contact the Carers UK manager responsible for the volunteer. If you are unsure who this is please call 020 7378 4998 or email complaint@carersuk.org

8. How to make a formal complaint

If you are unable to resolve to your satisfaction using the above please contact the Chief Executive's Assistant by writing to

Carers UK
20 Great Dover Street
London
SE1 4LX

or sending an e-mail to complaint@carersuk.org

As long as your contact details have been supplied, you will receive written confirmation that the matter has been noted as well as a copy of this procedure and the contact details of the manager handling the matter.

9. Response to your complaint

The Chief Executive's Assistant will log the comment and pass it to the most appropriate person to deal with.

If you make a complaint, we will send you a receipt, as well as a copy of this procedure within five days of receiving your comment. This will give the name of the person who will be investigating your complaint.

Once the matter has been fully investigated (normally within 30 days of receipt of the complaint) you will receive written confirmation of the conclusion reached, any learning gained or areas for

development identified and of any further action that Carers UK intends to take. The Chief Executive of Carers UK will also be informed of the outcome of the matter.

It may be necessary for staff to contact you for further information during the course of the investigation, so please do remember to include full contact details with your complaint.

All complaints will be treated confidentially. In order to resolve the complaint we will only share information with staff and volunteers as necessary to assist the investigation.

10. If you wish to take the matter further

If, after you have received this response, 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 the new timescale in which we would hope to reach the conclusion.

If your complaint concerns a senior manager, stage 1 will be dealt with by the Chief Executive. If your complaint concerns the Chief Executive stage 1 will be dealt with by a Trustee appointed by the Board of Trustees. Their decision is final.

Carers UK prepares an annual report to the Board of Trustees, which notes complaints received during the year.

11. How to make a complaint about Carers UK to an external regulator

If you want to see the Charity Commission's publication CC47 – *Complaints about charities* it is available on their website www.charity-commission.gov.uk

All charities are subject to regulation by the following bodies that will take up complaints where it decides that there is a serious risk of significant harm to or abuse of the charity, its assets, beneficiaries or reputation and if it considers that it needs to intervene to protect them. If you feel you have an issue that meets these criteria you should contact the following:

The Charity Commission in England and Wales by telephoning 0845 300 0218, or writing to Charity Commission Direct, PO Box 1227, Liverpool, L69 3UG or by e-mail via the Charity Commission website.

The Office of the Scottish Charity Regulator (OSCR) in Scotland by writing to OSCR, 2nd Floor, Quadrant House, 9 Riverside Drive, Dundee DD1 4NY, telephoning 01382 220446 or sending an e-mail to info@oscr.org.uk,

and The Charity Commission of Northern Ireland in Northern Ireland by writing to Charity Commission for Northern Ireland, 4th Floor, 24-26 Arthur Street, Belfast, BT1 4GF, telephoning 028 90 515490 or e-mailing admin@charitycommissionni.org.uk.

Carers UK is a member of the new Fundraising Regulator, which replaced the previous Fundraising Standards Board (FSB) in 2016/7.

If your complaint is about Carers UK fundraising and you are dissatisfied with the outcome of the investigation carried out by Carers UK into your complaint, you can contact the Fundraising Regulator and lodge a complaint via their website – <https://www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach/> - or via telephone 0300 999 3407.

They will assign a case officer to your complaint, and will usually advise a complainant within four weeks whether they shall proceed with their complaint. If they are unable to respond within that time, they shall let them know. Full details of their independent complaints procedure can be found on their website at <https://www.fundraisingregulator.org.uk/make-a-complaint/complaints-procedure/>.

If the complaint cannot be resolved satisfactorily, the Regulator may choose to open an investigation, and again full details of the Investigation and Adjudication process can be found in their complaints procedure listed above.

Carers UK is committed to working with the new Fundraising Regulator and abiding by decisions made through their Adjudications and Review Processes, and to taking on board any Recommendations or Remedies to improve Carers UK fundraising that come out of the process.

(Fundraising regulator section above last updated December 2016, in response to the closure of the previous regulator, the Fundraising Standards Board - FSB)

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