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YBTC Policy Name:	Complaints
Version:	V2
Reviewed date:	11/01/2021
Reviewed by:	Marie Peacock
Next review due:	10/01/2022

Complaints Policy & Procedure

At Yorkshire's Brain Tumour Charity we aim to maintain high standards in all areas of our work, however if you are dissatisfied with any aspect of our work, we would like to hear about it. Your comments help us to learn and improve our service.

Yorkshire's Brain Tumour Charity is a member of the Fundraising Regulator and as such complies with the five pledges in our Fundraising Promise.

These are:

- We will commit to high standards
- We will be clear, honest and open
- We will be respectful
- We will be fair and reasonable
- We will be accountable and responsible

We aim to ensure the following within our complaints procedure:

- A quick response
- Fairness to everyone involved
- Confidentiality
- Recording, and learning from, the complaint
- A fair and well rounded complaints procedure
- Annually review our complaints policy & procedure

How can I make a complaint?

- Call Yorkshire's Brain Tumour Charity on 0113 340 0111 (Monday to Friday 9am – 5pm)
- E-mail info@yorksbtc.org.uk
- Write to: Marie Peacock, Chief Executive Office, Yorkshire's Brain Tumour Charity, 31 Otley Road, Headingley, Leeds, LS6 3AA. Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

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YBTC, 31 Otley Road, Headingley, Leeds, LS6 3AA

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How long will it take?

Where it is appropriate to listen and talk with you over the phone or face-to-face, we hope that we can resolve the complaint with you quickly and easily with the departmental manager.

Once you raise a complaint or concern, we will acknowledge receipt of the complaint within 5 working days. You may expect a full response within 30 days detailing what action has been taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

However, if you feel that your complaint has not been satisfactorily resolved at this first stage, you can request for the complaint to be reviewed at board level and it will be passed to the Chair of Trustees in the first instance.

The Board of Trustees will acknowledge receipt of the complaint within 5 working days. You may expect a full response within 30 days detailing what action has been taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Who else can help?

We really hope that we can resolve the complaint with you, however if after contacting us you are still not satisfied, we would encourage you to let us know, but if you wish you may contact the Fundraising Regulator or Charity Commission.

To find out further information about the Fundraising Regulator and the services they offer visit the Fundraising Regulator website, below.

Fundraising Regulator: <https://www.fundraisingregulator.org.uk/>

Charity Commission: <https://www.gov.uk/government/organisations/charity-commission>

As a member of the Fundraising Regulator we adhere to the fundraising promise. You can read the full Fundraising Promise on our website www.ybtc.org.uk or the Fundraising Regulator website.

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