

Complaints Policy

Schoolreaders are committed to best practice and we take all complaints seriously.

Principles

We seek to ensure that complaints are:

- Acknowledged speedily and recorded
- Listened to and investigated fairly and thoroughly
- Dealt with consistently in an appropriate and timely manner
- Used to inform/improve future practice

Complaint - definition

We define a complaint as “an expression of dissatisfaction, however made about actions taken or a lack of action by the Charity.”

Where it is unclear whether a communication is indeed a complaint, we will endeavour to confirm this with you, in so far as we can. If the communication or comment is done anonymously, we may not be able to treat it as a complaint under this policy.

There may be some occasions when we may choose not to respond to a complaint. These include:

- When your complaint is about something Schoolreaders has no direct connection with,
- When your expression of the complaint is insufficiently clear;
- When the complaint has been sent to us and other organisations as part of a bulk mailing or email.

The Complaints Procedure

If you would like to make a complaint you can contact us using any of these options:

- Call us on 01234 924222
- Email us at office@schoolreaders.org
- Write to us at Schoolreaders, Bedford Heights, Brickhill Drive, Bedford, MK41 7PH

Our complaints handling procedure

First Stage

If you make a complaint by telephone, we should be able to resolve it during the call. If this is not possible, we will let you know how long it will take us to resolve it.

If you complain by email or by post, we will resolve it or acknowledge receipt of it within 5 working days. If the complaint is more complex, we will contact you again with a resolution within 10 working days of receipt.

Second Stage

Hopefully you will be satisfied with our response. However, if not, please let us know. We will then escalate your complaint to a member of our Senior Leadership team. They will lead an investigation and contact you with a resolution within 10 working days.

Third Stage

If you are still unhappy and your complaint is to do with fundraising you can contact the Fundraising Regulator who will independently investigate your complaint. You contact them on their website: www.fundraisingregulator.org.uk/make-a-complaint/complaints/.

Alternatively if your complaint is related to another area of our work then you can contact the Charity Commission. You can find details here: <https://forms.charitycommission.gov.uk/raising-concerns/>

We treat all comments and complaints as an opportunity to improve. Thank you for helping us provide a better service.