

Choose Love

Complaints Procedure

CHOOSE LOVE

Choose Love
(A Collective Fund under Prism the Gift Fund)

20 Gloucester Place, London, W1U 8HA

Document	Date of Approval by ELT	Date of Review
Complaints Procedure	April 2021	April 2022

General Statement

1. Choose Love always aims to provide a high standard of care in all its services. However, if you have a complaint you are invited to let us know as soon as possible.
2. It should be noted that it may not always be possible to investigate a complaint brought by a complainant. This is because the ability of Choose Love to satisfactorily investigate and resolve such matters is limited and, in some cases, certain complaints are often better suited to the disciplinary processes maintained by The Charity Commission. Therefore, Choose Love will make an initial assessment of the complaint and, if they feel that the issues raised cannot be satisfactorily resolved through Choose Love's complaints process, this will be communicated to the complainant.
3. It will only be on the rarest occasion that Choose Love will not respond to a complaint at all. This will include instances where:
 - A complainant is being offensive, discriminatory, or abusive in their manner.
 - Where the matter being complained about is something that does not involve Choose Love or has no direct connection to the work that we do/have done.
 - Where a complainant is harassing a staff member.

Making a Complaint

4. Whilst we request that complaints are made in writing, this can also be done verbally. Choose Love aims to handle complaints quickly, effectively and in a fair and honest way. All complaints are taken seriously and use valuable information from the investigation process to help us improve the services that we provide. Verbal complaints can be made in two ways:
 - a) Telephoning the office, or;
 - b) In person, by scheduling an appointment with Choose Love's HR Director, in the first instance.

You may also submit your complaint in writing, setting out the nature of your complaint in as much detail as possible and sending your letter marked For the Attention of Choose Love's HR Director at the following address: **Choose Love, Somerset House, London, WC2R 1LA**

Stages of Complaints Procedure

Stage One

5. In the first instance, all complaints should be directed to Choose Love's HR Director, who will write down the details of the complaint if it is being made verbally. This will then be forwarded to the relevant person/s carrying out the investigation. All written complaints will be forwarded in the same manner.
6. The person/s conducting the investigation (Investigator) shall within ten working days of the letter of acknowledgement under paragraph 4 (or as soon thereafter as is reasonably practicable) write to the client and inform him or her that s/he is to investigate the complaint and will provide a written report of the investigation. We aim to have the investigation completed and the report sent to the complainant within 28 working days of receipt of the written complaint. If there are exceptional circumstances which mean that the investigation

cannot be concluded within that timeframe, the client will be informed accordingly, and a realistic timeframe set.

7. The investigator will prepare a report to the complainant which will set out:
 - The nature and scope of the investigation carried out and;
 - The conclusions reached and the reasons for those conclusions.

Stage two:

8. Should you not feel satisfied with our response, please get back in touch with us by writing to the Executive Leadership Team at Choose Love at the following address:

Choose Love
Somerset House,
London, WC2R 2LA

9. Your complaint will be reviewed by a member of Choose Love's Executive Leadership Team, who may call on advice from others as appropriate. Choose Love will aim to respond within 20 working days and will clearly set out the substantive issues of your complaint and our findings.
10. Should you feel that your complaint is still unresolved following this stage, then please commence proceedings for stage 3.

Stage three

11. Please forward your complaint to the Chief Executive Office (CEO) of Choose Love.
12. A panel will be convened of independent individuals who have the relevant expertise and knowledge surrounding the complaint being made. The complainant, as well as their representative, if appropriate, will be invited to attend the panel hearing and present their complaint where the complaint will be heard again in its entirety.
13. The panel will inform the complainant in writing of their decision within 5 working days of the panel hearing. Should there be any issues preventing us from replying within 5 working days, we will let you know and provide an alternative timeframe.
14. The decision from this panel hearing is our final appeal process.
15. Should you feel unsatisfied with our response, you can also contact The Charity Commission at the address below;

The Charity Commission
PO Box 1227
Liverpool
L69 3UG
0845 3000 218

<http://www.charity-commission.gov.uk/>

Who Can Complain

16. Anyone affected by the way Choose Love provides services can make an official complaint.

A representative may complain on behalf of the affected person if they:

- cannot make a complaint themselves, or;
- have given consent for the representative to act on their behalf.

Anonymous Complaints

17. We deal with all complaints under the same procedure, including anonymous complaints and will take action to consider them further, wherever this is appropriate. Generally, we will consider anonymous complaints if there is enough information in the complaint to enable us to make further enquiries. If, however, an anonymous complaint does not provide enough information to enable us to take further action, we may decide not to pursue it further. Any decision not to pursue an anonymous complaint must be authorised by a senior manager.

18. If we pursue an anonymous complaint further, we will record the issues as an anonymous complaint on the complaints system. This will help to ensure the completeness of the complaints data we record and allow us to take corrective actions where appropriate.

Confidentiality

19. All conversations and documents relating to complaints considered under Choose Love's Complaints Procedure shall be confidential and disclosed only to the extent necessary. They may be disclosed only to the complainant, the person complained about, members of Choose Love's Executive Leadership Team (Chief Executive, Deputy Chief Executive, Chief Operating Officer), the HR Director and any other individual with whom enquiries need to be made for the purpose of the investigation.

Monitoring and Review

20. Choose Love's HR Director will oversee complaints received by the organisation.

21. Complaints will continue to be monitored within the organisation and will form part of compliance reviews.

22. Choose Love's Chief Operating Officer (COO) will be responsible for monitoring compliance with this policy. The policy will be reviewed one year from implementation and annually thereafter.