

# Family Fund Group Complaints Policy

## 1. Family Fund Group Complaints Policy

Family Fund understands that complaints are helpful for sharing feedback. We want to make sure our services are of the highest quality. This policy helps us respond clearly and fairly when someone has a complaint. By understanding when and why there is dissatisfaction with our service, we can work together to make our services even better for everyone.

## 2. What is a complaint

A complaint is an expression of dissatisfaction in the way Family Fund Group conducts its activities in providing families with help, support and assistance including but not restricted to the way in which we manage applications.

Complaints should not be confused with disagreements regarding decisions made concerning applications for support, such as grant funding, access to services, or other forms of assistance provided through our programmes. These matters are addressed in the **Family Fund Group Appeals Policy**.

## 3. Complaints commitment

We will:

- Clearly publicise our complaints process so people know how to contact us.
- Provide a fair complaints procedure that is clear and easy to use.
- Ensure all Family Fund Group staff know how to handle complaints
- Investigate all complaints fairly and in a timely way

- Aim to resolve complaints wherever possible and repair relationship where needed
- Use complaint feedback to improve our services
- Handle all appeals confidentially. The only exception to this is when others could be put at risk by matters referred to in the appeal.

Please note that the process for raising and addressing a complaint may vary depending on the nature of the issue.

## 4. Complaint procedure

### Stage 1:

Complaints must be made within 28 days of the date of the incident.

We will acknowledge receipt of a complaint within two working days of receiving it.

We will give a full reply within 14 days of receiving a complaint.

email us: [info@familyfund.org.uk](mailto:info@familyfund.org.uk) or [submit a form](#) via our website

or

Write to:

First Contact Team  
Complaints  
Family Fund  
Unit 3 Alpha Court  
Monks Cross Drive  
York  
YO32 9WN

### Stage 2:

If you are still not satisfied with our response, please contact us within 14 days.

Please explain clearly why you feel that your complaint has not been properly resolved and what it is that you want us to do.

A senior member of staff will then undertake a final review.

We will give a full reply within 14 days of receiving a complaint.

This is the final stage of the complaint process.

email us: [info@familyfund.org.uk](mailto:info@familyfund.org.uk) or [submit a form](#) via our website

or

Write to:

First Contact Team

Complaints

Family Fund

Unit 3 Alpha Court

Monks Cross Drive

York

YO32 9WN

## 5. Grant Provider (Third Party Supplier) complaint

This procedure explains how we manage complaints about any issues with the organisations and companies Family Fund work with to fulfil grants and services.

Complaints may include quality issues, delivery delays, or customer service problems. Raising a complaint directly to the supplier organisation is the most effective initial step and can often lead to a prompt resolution.

If you make the complaint about a supplier to Family Fund, we will acknowledge receipt of the complaint within 2 working days and forward the complaint to the relevant supplier.

email us: [info@familyfund.org.uk](mailto:info@familyfund.org.uk) or [submit a form](#) via our website

or

Write to:

First Contact Team

Supplier Complaints

Family Fund

Unit 3 Alpha Court

Monks Cross Drive

York

YO32 9WN

We aim to give a full reply within 14 days of receiving a complaint.

Achieving a full resolution may take longer, in which case we will communicate the following:

- why a full resolution will take longer
- what we are doing to achieve a resolution
- when we expect the matter to be resolved.

We will keep you updated with our progress.

## 6. Fundraising complaint procedure

If you wish to make a complaint, or express dissatisfaction, about any aspect of our fundraising work, please contact:

Email: [fundraising@familyfund.org.uk](mailto:fundraising@familyfund.org.uk) or [submit a form](#) via our website.

or

Write to:

First Contact Team

Fundraising Complaint

Family Fund

Unit 3 Alpha Court

Monks Cross Drive

York

YO32 9WN

We will acknowledge receipt of a complaint within two working days. We will fully investigate any complaint and advise the complainant of the outcome of the investigation, within 14 days of our acknowledging receipt of the complaint.

Should you be dissatisfied with the outcome of our investigation, you will be able to refer your complaint to the fundraising regulator. This must be done within two months of Family Fund's response.

[Fundraising regulator](#) contact details:

Fundraising Regulator  
Eagle House  
167 City Road  
London  
EC1V 1AW

Tel: [0300 999 3407](tel:03009993407) (Monday to Friday, 9:30am to 4:30pm)

Email: [admin@fundraisingregulator.org.uk](mailto:admin@fundraisingregulator.org.uk)

## 7. Taking your complaint outside Family Fund

If your complaint relates to our supplier and we have been unable to resolve the complaint, you may wish to take your complaint to the Citizens Advice Bureau who will be able to advise you of your rights under the Consumer Rights Act 2015.

For any other complaints you can contact the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: [www.charitycommission.gov.uk/publications/cc47.aspx](http://www.charitycommission.gov.uk/publications/cc47.aspx).