

Complaints Policy and Procedure

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Policy

We aim to conduct our fundraising and operations without giving cause for concern or complaint. Any complaint received will be investigated thoroughly and responded to fully. We will also decide whether our procedures, practices or behaviours need to change.

We will acknowledge complaints within five working days of receipt, giving a named contact and their contact details. We aim to respond fully and wherever possible resolve complaints at the first review level, within 15 working days of receiving them. This review level will include oversight of the complaint and the proposed response by a trustee director. If a complaint remains unresolved after first level review it will be referred to the chair of trustees for response. A record of all complaints and their outcomes is kept and provided to the board of trustees. Our complaints policy and procedure is reviewed annually.

How to complain to HOPE UK

Complaints may be made by telephone, email or letter.

Our contact details are:

Telephone: 07825 683612

Email: info@thehopefoundation.org.uk

Letter: The Hope Foundation for Street Children, Second Home, 68 Hanbury Street, London E1 5JL

If you make a complaint, please:

- make clear what has caused you to make a complaint
- tell us what we can do to put things right
- tell us about you and your relationship to HOPE UK, providing your name, address, email address and telephone number
- let us know whether you would prefer to be contacted by phone, email or letter.

HOPE UK is registered with and regulated by the Office of the Scottish Regulator (OSCR) as The Hope Foundation for Street Children, Charity Number SC038809 at:

The Scottish Charity Regulator (OSCR)

2nd Floor, Quadrant House

9 Riverside Drive

Dundee DD1 4NY

Email: info@oscr.org.uk

Telephone: 01382 220446 - between 08:30 and 16:30 Monday to Thursday, and between 08:30 and 16:00 on Friday, except for bank holidays. The OSCR website provides guidance on what happens if a concern regarding a charity is raised with them: www.oscr.org.uk/about-charities/raise-a-concern/