



UK Registered CIO – Charity Number 1185018

## **Comments, Compliments and Complaints Policy**

### **Introduction**

SHINE for Autism is dedicated to providing excellent services to our beneficiaries and maintaining a healthy relationship with the public. We have a procedure to ensure that all comments, compliments and complaints are handled as efficiently and effectively as possible.

Let us know how we're doing: comments, compliments, and complaints. SHINE for Autism makes every effort to provide a high standard of service and to treat all beneficiaries equally and fairly. We continuously try to improve our services and we value any feedback that will help us to do this.

SHINE for Autism will review all comments, compliments and complaints, and our feedback procedures on an annual basis. This helps us to develop the services that work best for you, so please let us know what you think. We report on user feedback in the Trustee's Annual Report.

The following sections outline our policy for the handling of comments, compliments and complaints.

### **Scope**

This policy applies to all trustees. You must be familiar with this policy and comply with its terms. We may supplement or amend this policy with additional policies and guidelines from time to time. Any new or modified policy will be circulated to trustees before being adopted.

### **Induction**

All trustees will view a copy of this policy as part of the induction process. Updated copies will be provided whenever there is a substantial change in the law or our policy and procedure.

## **Comments and Compliments**

If you are happy with the service or have any comments we would love to hear from you. There are several ways you can do this: you can speak to one of our trustees, email us on [shineforautism@hotmail.com](mailto:shineforautism@hotmail.com) or contact us on Facebook (SHINE for Autism).

## **What is a Complaint**

A complaint is a statement of dissatisfaction or concern by the public, about the conduct, actions or lack of actions by SHINE for Autism.

If you are dissatisfied or have concerns about SHINE for Autism, our services or our trustees, we have a formal complaints procedure.

We take complaints very seriously and appreciate any feedback that helps us to improve our services. Please tell us as soon as possible if you have any concerns so that we can try to resolve the matter as efficiently as possible.

## **How to register a Complaint**

The first thing to do if you are unhappy about any aspect of our charity is to bring this to the attention of one of the charities trustees. They will try to resolve your concerns immediately. If you are unhappy with the response or with the way you have been treated by one of the trustees please contact us. The easiest way to contact SHINE for Autism is in person or by e-mail. If you cannot or do not wish to make a complaint in person, you have the option of emailing. Our e-mail address is [shineforautism@hotmail.com](mailto:shineforautism@hotmail.com).

Complaints should be addressed to the trustees and contain the complainants name and address. We are not able to respond to anonymous complaints. Please explain your concerns as clearly and fully as possible. Please let us know if you have already reported the complaint, and if any action was taken previously.

## **Responding to Complaints**

1. All complaints will be entered on our complaints log and reviewed by the trustees who will try and resolve the matter to your satisfaction within 14 days.
2. If it is not possible to resolve the complaint within the 14 days (if the trustees need more time to investigate the matter). You will receive an interim response within 14 days explaining the reason for the delay and a further response date.
3. We will take action to resolve the problem and inform you of the outcome.
4. We will take steps to ensure the problem is not repeated.

## **Times when we will not respond to a complaint**

There may be rare occasions where SHINE for Autism choose not to respond to a complaint at all. If this is the case we will always inform you (unless the complaint is anonymous and we are unable to). This may occur when:

1. The complaint does not relate directly to something that SHINE for Autism has done or it relates to something that we are not in a position to comment on.
2. Someone unreasonably pursues a complaint that has already been investigated in-line with SHINE for Autism's complaints policy. In this case we may choose not to reply again.
3. A complaint is being abusive, prejudiced or offensive.
4. A complaint is harassing a trustee of SHINE for Autism.

## **If your complaint is unresolved**

When we contact you, we will also tell you what you can do if you are not satisfied with our reply - depending on the nature of your complaint you can also complain to the Fundraising Regulator or the Charity Commission.

## **Consequences of failing to comply**

We take compliance with this policy very seriously. Failure to comply puts both trustees and the charity at risk.

The importance of this policy means that failure to comply with any requirement may lead to your position as trustee being revoked.

## **Monitoring**

Everyone must observe this policy.

The trustees are responsible for this policy. The trustees will review and monitor this policy annually to make sure it is effective, relevant, and adhered to.

**This policy is to be read in conjunction with the following policies and documents:**

- Harrassment Policy

**Review date: 1<sup>st</sup> August 2025**