

## Complaints Procedure

### Contact Details for Complaints:

#### Written complaints should be sent to:-

Genesis Breast Cancer Prevention  
The Nightingale & Genesis Prevention Centre  
Wythenshawe Hospital  
Southmoor Road  
Manchester  
M23 9LT

Alternatively complaints can be emailed to [info@genesisk.org](mailto:info@genesisk.org).

Verbal complaints may be made by phone to 0161 291 4400 or in person to any of Genesis' staff or trustees.

### Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Genesis Breast Cancer Prevention e.g. supporter, donor or general public
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

For further guidelines about handling verbal complaints, see **Appendix 1**

### Resolving Complaints

#### Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Executive Director within 2 days of being received. In the absence of the Executive Director this information should be passed to the Charity Manager.

On receiving the complaint, the Executive Director records it in the complaints log (located on the central server "Complaints & FSRB"). If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 2 days of receiving the complaint or one working week if the complaint has been made in writing. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

Ideally complainants should receive a definitive reply within 10 working days (this will be longer over the Xmas period). If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to

investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### **Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Chairman, Lester Barr.

The request for Board level review should be acknowledged within 7 days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Chairman may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within 28 days. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

### **External Stage**

The complainant can complain to 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)

Any complaints regarding fundraising can be taken to The Fundraising Standards Board, of who we are a member. This is the self-regulatory scheme that works to ensure that organisations raising money from the public do so honestly and properly.

#### **Their contact details are:**

The Fundraising Standards Board  
65 Brushfield Street  
London  
E1 6EP  
Tel: 0333 321 8803  
Fax: 0333 321 8804

Email: [info@frsb.org.uk](mailto:info@frsb.org.uk)

Website: [www.frsb.org.uk](http://www.frsb.org.uk)

### **Variation of the Complaints Procedure**

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Executive Director or the Chair.

### **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action. In some cases we may contact the complainant within a month of resolving the complaint to ensure that they are completely satisfied with the outcome. As a member of The Fundraising Standards Board, Genesis is required to complete an Annual Complaints Return.

### **Appendix 1 - Practical Guidance for Handling Verbal Complaints**

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation  
e.g "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal