



We Love Manchester Emergency Fund

Complaints Policy

1. Policy Summary

The Trustees, staff and volunteers who support the We Love Manchester Emergency Fund ('the Fund') aim to provide consistently high levels of service. However, we recognise that despite our best endeavours, there may be times when an individual wishes to complain about an aspect of our work. This policy provides for donors to the Fund and recipients of gifts from the Fund to make a complaint in such circumstances. The policy also allows people to complain to the Fund if they have made an unsuccessful application for a gift or are otherwise considered to be ineligible for a gift.

We take complaints seriously as they provide us with the opportunity to learn, improve and maintain the high standards we aim to achieve.

This policy has been adopted by the Trustees and explains how a complaint can be made and how we will deal with it.

2. How to make a complaint about the Fund

You can make your complaint to the Fund by mail or email -

Address: We Love Manchester Emergency Fund, c/o Manchester City Council, 8th Floor, Peter House, Oxford Street, Manchester M1 5AN

Email: emergency.fund@manchester.gov.uk

We want to ensure equal access to our complaints procedure for everyone so if you have any questions about how to complain please contact us. If you are unable to make your complaint in writing please contact your local office of Victim Support for assistance. Contact details for your local office can be found at victimsupport.org.uk or by telephoning 08 08 16 89 111.

It will help us to resolve your complaint more quickly if you explain why you are unhappy as clearly and as fully as you can. It would also assist us if you could explain what you would like us to do to resolve your complaint. You should also provide us with your contact details. If you are complaining on someone else's behalf we will generally need their written consent. However consent may not always be required (for example if you are complaining on behalf of someone who lacks capacity or is a child). If you have any questions about whether consent is needed please contact us.

3. What happens after you make your complaint?

We aim to resolve complaints quickly, effectively and fairly. We shall generally acknowledge your complaint no later than 5 working days after its receipt.

Wherever possible, we will provide a full resolution to your complaint within 10 working days after its receipt.

However, if a more in-depth investigation is needed, or we need more information from you, we may not be able to resolve your complaint within 10 working days.

If this happens will let you know when we expect to be able to respond and will update you regularly during our investigations. Even when we have to carry out a more in-depth investigation we would normally expect to be able to resolve your complaint no later than 20 working days from the date we received your complaint. However, there may be exceptional circumstances which prevent this. If this happens we will let you know.

Your complaint will be considered by a sub-group of Trustees who have been nominated by the Chair. If your complaint relates to the Chair, or to a specific Trustee, they will not be part of the panel which considers the complaint. Your complaint will be presented to the panel by the Chief Operating Officer of the Fund, unless the complaint relates to the Chief Operating Officer, in which case another officer will present your complain to the panel.

The sub-group of Trustees will investigate your complaint and send you its response. They will confirm the outcome of any investigation where possible and appropriate.

Wherever possible, we will keep your complaint confidential except where disclosure is required/permitted by law. We will comply with the provisions of the Data Protection Act and any other relevant information law.

4. Unreasonable behaviour

Unreasonable complainants and complaints may adversely affect our ability to carry out our work. We may therefore reject complaints which are abusive or characterised by unreasonable behaviour, either in terms of the nature of the complaint or the manner in which it is made. We may take action in cases where a complainant behaves unreasonably, including issuing warning letters and subsequently restricting the way in which a complainant may communicate with us if the unreasonable behaviour continues.

5. Reporting Concerns

We recognise that members of the public or stakeholders may wish to report a concern about an element of the Fund's activities, rather than a complaint.

Anyone wishing to raise such a concern should email or write to the Chair of Trustees in the first instance –

Address: Councillor Sue Murphy, Chair of Trustees, We Love Manchester Emergency Fund, Manchester City Council, Town Hall, Albert Square, Manchester M60 2LA

Email: cllr.s.murphy@manchester.gov.uk

Again, we want to ensure equal access to this Policy for everyone. If you are unable to raise your concern in writing please contact your local office of Victim Support for assistance.

Contact details for your local Victim Support office can be found at victimsupport.org.uk or by telephoning 08 08 16 89 111.

Please also let us know if you want to raise the matter confidentially. Wherever possible, we will keep your concern confidential except where disclosure is required/permitted by law. We will comply with the provisions of the Data Protection Act and any other relevant information law.

The Trustees will investigate your concerns and assess what action should be taken, if any. The Trustees will confirm the outcome of any investigation where possible and appropriate.

6. Anonymous Complaints and Concerns

Generally, we will consider anonymous complaints and concerns if they provide enough information to enable us to investigate the matter properly. If an anonymous complaint/concern does not provide enough information, we may decide not to pursue it further. We cannot respond to complaints or concerns made anonymously.

7. If you are dissatisfied with our response

If you remain dissatisfied with the way in which we have dealt with your complaint you can contact the Fundraising Regulator (for complaints about fundraising), the Advertising Standards Authority (for advertising complaints) or the Charity Commission for other types of complaint. Their contact details are below.

Fundraising Complaints

Contact the Fundraising Regulator -

Address: 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

Telephone: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk

Advertising complaints

Contact the Advertising Standards Authority -

Address: Advertising Standards Authority Ltd / Committees of Advertising Practice Ltd,
Mid City Place, 71 High Holborn, London, WC1V 6QT

Telephone: Tel: 020 7492 2222

Other complaints

Contact the Charity Commission –

Telephone: Helpline available 10am to midday and 1pm to 3pm, Monday to Friday on 0300 066 9197