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## How to make a complaint (Service User)

### Verbal Complaint

If you want to make a complaint, the first step is to talk it over with a project employee as soon as possible. Many problems can be resolved informally this way. We will take your complaint seriously and discuss it as a team to try to improve our services in future.

### Formal Complaint – Stage 1

If you are unsatisfied with the response you got from a verbal complaint, or you feel that the problem is too serious to be dealt with like this, you can make a formal written complaint using our Formal Complaint Form, which a member of staff can give you on request. You should submit the formal complaint within 28 working days of the incident you want to complain about, or within 28 working days of realising that you want to complain, if the problem is not confined to one incident. We will acknowledge that we received it within 10 working days, and formally respond in 28 working days.

\*Beyond the Streets asks anyone making a complaint to recognise that some circumstances may be beyond the control of Beyond the Streets.

### Formal Complaint – Stage 2

If you are unsatisfied with the response you got from making a formal complaint, you can write to our CEO at: The CEO, Beyond the Streets, 302 The Highway, London, E1W 3DH, or you can give a letter to a member of staff to forward on to them. You must say in this letter why you are dissatisfied with the response to Stage 1. Again, you must do this within 28 days of receiving the response from Stage 1. The CEO will acknowledge your letter within 10 working days and respond to it within 28 working days.

### Formal Complaint – Stage 3

If you are still unsatisfied after the CEO's response, you can write to our Chair of Trustees. Details of how to do this will be included in the CEO's response in Stage 2. You must do this within 28 days of receiving the response from Stage 2. The Chair of Trustees will acknowledge your letter within 10 working days and they will explain to you if any investigation is impending and how long this is likely to take. They may also invite you to a meeting about your complaint within six weeks of receiving your letter, if they feel it is appropriate. You can bring a supporter with you to this meeting if you wish. The Chair of Trustees will write to you within 10 working days of concluding any investigation to let you know the outcome of Stage 3.

If you are still unhappy with the outcome after Stage 3, you may start legal proceedings.

### Monitoring, Reporting and Confidentiality

Trustees of Beyond the Streets will receive regular and anonymous reports of any complaints made and action taken, and the CEO will be able to read relevant information at any stage.

Your complaint will only be heard by the people involved and anyone who needs to be consulted in order for the complaint to be resolved

## Formal Complaint Form (Service User)

You should submit this form if you have made a verbal complaint to a member of staff at Beyond the Streets but feel dissatisfied with the response that you received.

You must submit this form within 28 days of the incident which has caused you to make a complaint. You can submit it by sending it to Beyond the Streets, 302 The Highway, London, E1W 3DH, emailing it to [office@beyondthestreets.org.uk](mailto:office@beyondthestreets.org.uk), or giving it to a member of staff in person.

### Your Details

Name		Date of Birth	
Address		Today's Date	
Phone Number			
If you do not have an address, how can we get a written response back to you?			

### Details of the Complaint

Does your complaint involve a particular member of staff or volunteer?	Yes/No Name of staff member(s) of volunteer(s):
Does your complaint involve another client?	Yes/No Name of other client:
Does your complaint involve any other organisations other than Beyond the Streets?	Yes/No Name of other organisation:
What date did the incident you are complaining about happen?	
Are there any witnesses to the incident you are complaining about? If so, write their names.	

Please describe your complaint. Please include details of the informal stage of your complaint, if applicable.

**Please ask if you need any help filling in this form.**

After making a formal complaint, you will receive acknowledgement that we have received it within 10 working days.

You will receive a written response to the complaint within 28 working days. This response will detail how to proceed further with the complaint if you are dissatisfied with the response.

## How to make a complaint (Fundraising)

### Verbal Complaint

If you want to make a complaint, the first step is to talk it over with a staff member using the phone number: 0300 302 1122, as soon as possible. It may be a concern can be resolved informally this way. We will take your complaint seriously and discuss it as a team to try to improve our processes/procedures in future.

### Formal Complaint – Stage 1

If you are unsatisfied with the response you got from a verbal complaint, or you feel that the problem is too serious to be dealt with like this, you can make a formal written complaint using our Formal Complaint Form, which a member of the fundraising staff can give you on request, or you can access below. You should submit the formal complaint within 28 working days of the incident you want to complain about, or within 28 working days of realising that you want to complain, if the problem is not confined to one incident. We will acknowledge that we received it within 10 working days, and formally respond in 28 working days.

\*Beyond the Streets asks anyone making a complaint to recognise that some circumstances may be beyond the control of Beyond the Streets.

### Formal Complaint – Stage 2

If you are unsatisfied with the response you got from making a formal complaint, you can write to our CEO at: The CEO, Beyond the Streets, 302 The Highway, London, E1W 3DH. You must say in this letter why you are dissatisfied with the response to Stage 1. Again, you must do this within 28 days of receiving the response from Stage 1. The CEO will acknowledge your letter within 10 working days and respond to it within 28 working days.

### Formal Complaint – Stage 3

If you are still unsatisfied after the CEO's response, you can write to our Chair of Trustees. Details of how to do this will be included in the CEO's response in Stage 2. You must do this within 28 days of receiving the response from Stage 2. The Chair of Trustees will acknowledge your letter within 10 working days and they will explain to you if any investigation is impending and how long this is likely to take. They may also invite you to a meeting about your complaint within 28 days of receiving your letter, if they feel it is appropriate. You can bring a supporter with you to this meeting if you wish. The Chair of Trustees will write to you within 10 working days of concluding any investigation to let you know the outcome of Stage 3.

If you are still unhappy with the outcome after Stage 3, you may take the opportunity to refer the complaint to the Fundraising Regulator, provided you do so within two months of our written response, concluding our investigation.

### Changes to Above Process if you are a Member of the Charities Staff

If you wish to make a complaint regarding fundraising and you are a current member of staff the above procedure applies, unless the complaint is about a member of staff listed above. In this case the complaint should start at stage 2 and go directly to a member of the Senior Leadership Team or the CEO for review.

## Monitoring, Reporting and Confidentiality

Trustees of Beyond the Streets will receive regular and anonymous reports of any complaints made and action taken, and the CEO will be able to read relevant information at any stage.

Your complaint will only be heard by the people involved and anyone who needs to be consulted in order for the complaint to be resolved.

## Formal Complaint Form (Fundraising)

You should submit this form if you wish to make a formal complaint or you have made a verbal complaint to a member of staff at Beyond the Streets but feel dissatisfied with the response that you received.

You must submit this form within 28 days of the incident relating to the complaint. You can submit it by sending it to Beyond the Streets, 302 The Highway, London, E1W 3DH, emailing it to [office@beyondthestreets.org.uk](mailto:office@beyondthestreets.org.uk), or giving it to a member of staff in person.

### Your Details

Name			
Address		Today's Date	
Phone Number			
If you have an email address, you would prefer us to send the written response to, please share it here			

### Details of the Complaint

Does your complaint involve a particular member of staff or volunteer?	Yes/No Name of staff member(s) of volunteer(s):
Does your complaint involve a donation, including a personal donation?	Yes/No Details of donation:
Does your complaint involve a particular fundraising event, including social media?	Yes/No Name of event:
Does your complaint involve a particular grant funding award?	Yes/No Name of Funder/Trust/Foundation:

<p>What date did the incident you are complaining about happen?</p>	
<p>Are there any witnesses to the incident you are complaining about? If so, write their names.</p>	
<p>Please describe your complaint. Please include details of the informal stage of your complaint, if applicable.</p>	
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**Please ask if you need any help filling in this form.**

After making a formal complaint, you will receive acknowledgement that we have received it within 10 working days.

You will receive a written response to the complaint within 28 working days. This response will detail how to proceed further with the complaint if you are dissatisfied with the response.