

An abstract, artistic image of ink splashes in various shades of blue and green, set against a white background. The splashes are dynamic and fluid, creating a sense of movement and depth. The colors range from light, airy blues and greens to deeper, more saturated tones.

# Complaints Policy and Process (General)

**VERSION: 1.0**

**DATE: JUNE 2024**

### **Why we have a policy**

We're the national charity for people in printing, publishing, packaging, and paper. We provide practical, emotional, and financial support for people from our sector, as well as championing young talent within our industry.

We set ourselves high standards but recognise there may be times when we fall below expectations. If we do, we want you to be free to tell us, to give us a chance to respond and where appropriate, to put things right and learn lessons for the future.

### **Policy Statement**

At The Printing Charity (the Charity), we are committed to providing a high-quality service and we welcome feedback from those we support. We aim to treat any complaint about any aspect of our services or organisation in a professional, impartial, timely, open, and honest way. We will ensure that:

- Our complaints process is clear, flexible, and responsive to the needs of people who contact us
- We publish our complaints procedures and make information about them easily accessible on our website
- We manage complaints in accordance with our procedures or, where this is not possible, within a reasonable timescale
- Those who complain are listened to and treated with courtesy and empathy, and apologies are given as appropriate
- No beneficiary, resident or service user will be disadvantaged as a result of making a complaint
- Our complaints process complies with confidentiality and data protection policies

The Charity follows the guidance of the Charity Commission and the Housing Ombudsman regarding complaints, and we will cooperate fully in any investigation held by them following a complaint about the Charity's activities.

### **General Complaints**

If you have a complaint about an aspect of our services or organisation (with the exception of our sheltered homes), please refer to the section below for guidance on how to contact us. If you are a resident of one of our sheltered homes, or a representative of a resident, please refer to our Complaints Policy & Process (Residents).

### **Can I use this process to appeal a decision?**

We understand that you may be disappointed if our decision about our services or funding is not what you would have liked. We will not accept complaints through this process that relate solely to the decision rather than the way we have made it.

### **How to make a complaint**

You can make a complaint in person, by phone, or in writing via e-mail or letter. Our contact details can be found at: <https://www.theprintingcharity.org.uk/contact-us/>

To help us consider your complaint effectively and have the best chance of resolving it, please tell us:

- What happened
- When it happened
- Who you were dealing with at the Charity
- What you would like us to do to put things right

Please include all information that you feel is necessary and include any relevant correspondence that you have received from or sent to us.

### **What happens after submitting a complaint**

After we have received your complaint, we will contact you to acknowledge it. This will happen within **five** working days. If possible, we will aim to resolve the complaint with you at this point.

If your concerns need further consideration, we will treat your complaint in the following stages:

#### **Stage One**

Your complaint will be passed to the relevant manager within the Charity who will work with you to ensure we fully understand your complaint. Once we agree that we fully understand your concerns, we will log your complaint, investigate and respond in writing.

We aim to respond within **ten** working days. If we are unable to do so, we will write explaining why and when you will expect our response.

#### **Stage Two**

If you believe we have failed to investigate sufficiently, not fully addressed your concerns or not provided a fair resolution at Stage One, you can ask our Chief Executive to review your complaint. You should set out your complaint in writing addressed to:

The Chief Executive and Secretary  
Fourth Floor, The Pinnacle  
Station Way  
Crawley  
West Sussex  
RH10 1JH

Please include as much information as possible so that we can understand why you don't feel we have addressed your concerns or provided a fair resolution.

After the Chief Executive has received your complaint, we will contact you by post or by e-mail to acknowledge it. This will happen within **five** working days.

The Chief Executive will write to you explaining the findings and conclusions of the Charity's investigation. We aim to respond within **twenty** working days. If we are unable to do so, we will write to you to explain why and when you can expect our response.

The Stage Two response is the Charity's full and final response to the complaint and will clearly set out the decision on the complaint, the reasons for any decisions made and the details of any remedy offered to put things right.

If having gone through this process, you are still dissatisfied with our decision, the way we have handled the complaint or you have serious concerns about the Charity, in certain circumstances your concerns can be raised with the Charity Commission. Information about what can be raised and how to go about that can be found at <https://www.gov.uk/complain-about-charity>.

### **Getting help with this policy**

- Further guidance about general complaints can be requested from the Charity's Chief Operating Officer [info@theprintingcharity.org.uk](mailto:info@theprintingcharity.org.uk)
- Information about contacting the Charity Commission can be found at <https://www.gov.uk/complain-about-charity>

### **Your personal information**

Our Privacy Statement explains how we handle and process your personal data. If you wish to make a complaint about our handling or processing of your personal data, please contact our Chief Operating Officer at [sar@theprintingcharity.org.uk](mailto:sar@theprintingcharity.org.uk)

### **Policy Review**

This policy and associated procedures will be reviewed and updated every three years, or sooner if there is a significant change to the Charity's operations, or relevant regulations or guidance.