

4.6 Complaints Policy

Charity Name: FOUNTAIN COMMUNITY PROJECT (FCP)

Charity Number: 1206682

Legal Structure: Charitable Incorporated Organisation (CIO)

Registered Address: Clody House, 1st Floor, Suite A, 90–100 Collingdon Street, Luton, LU1 1RX

Date Created: 23 January 2023

Last Updated: 01 May 2026

1. POLICY STATEMENT

Fountain Community Project is committed to providing high-quality, fair, and respectful services.

We recognise that from time to time, individuals may wish to raise concerns or make complaints about our services, staff, volunteers, or governance.

We view complaints as an opportunity to:

- Improve our services
- Address concerns fairly
- Strengthen trust with our community

2. SCOPE OF THIS POLICY

This policy applies to:

- Service users (children, young people, families, vulnerable adults)
- Parents and guardians
- Volunteers
- Trustees
- Partner organisations

It covers all charity activities including:

- Education programmes
- Food distribution services
- Community cohesion and youth programmes
- Governance and administrative functions

3. WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction about:

- The standard of service provided
- The behaviour of staff, volunteers, or trustees
- Decisions made by the charity
- Access to services or fairness of treatment

4. HOW TO MAKE A COMPLAINT

Complaints can be made by:

- Email
- Phone
- Letter
- In person to a member of staff or trustee

All complaints should be directed to:

Fountain Community Project

Chair of Trustees

Clody House, 1st Floor, Suite A, 90–100 Collingdon Street, Luton, LU1 1RX

5. COMPLAINTS PROCESS

Stage 1 – Informal Resolution

- We aim to resolve concerns quickly and informally where possible
- A response will usually be provided within **10 working days**

Stage 2 – Formal Complaint

If unresolved, the complaint will be:

- Recorded formally
- Investigated by a senior member of staff or trustee (not involved in the issue)
- A written response provided within **20 working days**

Stage 3 – Review / Appeal

If the complainant remains dissatisfied:

- The complaint may be escalated to the Board of Trustees
- The Board will review the case independently
- A final written decision will be issued

6. PRINCIPLES OF INVESTIGATION

We will ensure that:

- All complaints are taken seriously
- Investigations are fair and impartial
- Confidentiality is maintained where appropriate
- All parties are treated with respect
- Decisions are evidence-based

7. SAFEGUARDING-RELATED COMPLAINTS

If a complaint involves safeguarding concerns:

- It will be escalated immediately to the **Designated Safeguarding Lead**
- External agencies may be contacted if required
- Safeguarding procedures will take priority over this complaints process

8. TIMEFRAMES

We aim to:

- Acknowledge complaints within **5 working days**
- Provide a full response within **20 working days**
- Keep complainants informed if delays occur

9. RECORD KEEPING

We will:

- Record all complaints securely
 - Track outcomes and actions taken
 - Use complaints to improve services
 - Retain records in line with data protection requirements
-

10. CONFIDENTIALITY

All complaints will be handled confidentially and only shared with those who need to know in order to investigate and resolve the issue.

11. UNREASONABLE COMPLAINTS

We may refuse to progress complaints that are:

- Repeated and already resolved
 - Vexatious or abusive
 - Not made in good faith
-

12. MONITORING AND REVIEW

We will:

- Review complaint trends regularly
 - Use feedback to improve services
 - Report significant issues to the Board of Trustees
 - Update this policy annually
-

13. DOCUMENT CONTROL

- **Document Owner:** Chair of Trustees
 - **Approved By:** Board of Trustees
 - **Review Frequency:** Annual
 - **Next Review Date:** 01 May 2027
-