



Registered Charity 202098

ORINC Complaints Policy

Contents

Complaints Policy.....	1
How to make a complaint.....	2
How we will respond.....	2
Appeal Process.....	2
Reviewing the Policy and Procedures.....	3

Otterton Relief in Need Charity (ORINC) trustees endeavour to be efficient and professional in all that we do. It is important to us that when we make a mistake we are informed promptly so that we can look into whatever the issue might be. We will use the information to endeavour to put things right and to help us to become more effective.

The following policy and procedure sets out how we will approach any complaint made about us.

Complaints Policy

A complaint can be made by any individual or organisation who wishes to report dissatisfaction about the standards of service, actions or lack of action by ORINC trustees or anybody directly involved in the delivery of our work.

We aim to resolve complaints within 14 days. Where this is not possible the complainant will receive an update within 14 days on progress made to date and when they can expect to receive the outcome.

Complainants who have launched a well-founded complaint and who are unsatisfied with ORINC's response to that complaint have the right to appeal. The appeals process is described in the procedure below.

Everyone who makes a complaint will be treated with courtesy and respect. In return, we expect people who make a complaint to communicate their concerns fairly and appropriately.

Where complainants harass trustees, behave abusively, or unreasonably pursue complaints, we reserve the right to withdraw or modify our complaints procedure.

We will log and monitor all serious complaints and results of such complaints and this information will be brought, regularly, to the attention of all trustees in order that we learn from what we do and how we do it. This information will not be available to the public.

How to make a complaint

You can make a complaint to ORINC in any of the following ways:

- In writing to the chairman Rev Martin Jacques, The New Vicarage, Vicarage Road East Budleigh. EX9 7EF.
- By email to: orin.charity@gmail.com

How we will respond

We will assess your complaint to determine the best way to deal with it and identify the issues to be investigated. An investigation will be undertaken by whichever trustee of the charity is independent from the issues being raised. We may need to contact you during this time and your cooperation will be important in order to complete the investigation.

Within 14 working days of receiving a complaint we will send you either:

- A final response which adequately addresses the complaint; or
- A response which explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response

Once the investigation has been completed and the appropriate response and action agreed, we will respond to the complainant with the following information:

- A written response describing the details of the complaint
- Comments addressing each of the violations alleged in the complaint
- Explain the investigations undertaken to consider the complaint State the findings resulting from the investigation
- Explain any improvements made as a result of the complaint

Appeal Process

If you remain dissatisfied with the outcome of the decisions regarding your complaint, you can appeal the complaint decision.

If you wish to appeal the outcome of the decision you should do so in writing to the ORIN Chair, Rev Martin Jacques, The New Vicarage, Vicarage Road East Budleigh. EX9 7EF, setting out briefly the nature of the complaint/appeal; the steps already taken; details of the response received; and a statement as to why you remain dissatisfied.

The Chair will review all the information held relating to your complaint and will conduct further investigations if they consider that the initial investigation was insufficient.

Once the internal review is complete, you will be informed what the decision is and if you are still unsatisfied, what the external appeal options are.

External bodies that you may consider referring to include:

[The Fundraising Regulator](#)

[The Charity Commission](#)

Reviewing the Policy and Procedures

This policy and procedure will be reviewed every year, this will include checking telephone numbers, accuracy of personnel details, and any updates required by a change in local or national policy.

Change Record

Date of Change:	Changed By:	Comments:
October 2022	Policy approved by the Trustees	