

CGD Society


Complaints Procedure

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Approval

This policy v1.0 has been approved by the undersigned.

Name	Signature	Approval Date	Review Date
G Creamer		14 August 2024	August 2025

Revision History

Version	Effective Date	Reason
1.0	19th August 2024	Launch

List of Abbreviations and Definition of Terms

Abbreviation or Special Term	Definition
Jeans for Genes	The annual Jeans for Genes campaign
UC	Upward Communications Ltd

Purpose

This charity must be prepared to respond to complaints from any source in a professional, rigorous and timely fashion. This is especially relevant to fundraising and the Jeans for Genes campaign, where scrutiny from public donors, competitors and regulators can be expected and should be regarded as an improvement opportunity.

Our complaints procedure sets out what complainants can and cannot expect from the organisation and the scope of complaints that the organisation can/cannot consider.

We know there may be times when we do not meet our own high standards. When this does happen, we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening in future.

Review and Update

This policy shall be kept under regular review and updated in light of any regulatory or legislative developments, or changes to CGD Society's activities.

How to make a complaint

We take complaints very seriously and treat them as an opportunity to develop. Therefore we're always grateful to hear from people willing to take the time to help us improve.

We always thank people who contact us about relevant problems, or concerns.

A complainant can decide exactly how to get in touch with us:

For Jeans for Genes fundraising:

You can call us on 0800 980 4800. One of our friendly Supporter Care Advisers will be ready and willing to help. Our phone lines are open Monday to Friday from 9am to 5pm. Outside of these hours you can always leave us a message and a contact number, and someone will return your call before midday the next working day.

You can email us at hello@jeansforgenes.org.

Or you can write to us at:

Jeans for Genes Campaign c/o Upward Communications Ltd
PO Box 12635
Colchester
CO7 5AN

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

When contacting us with a complaint, please feel free to let us know how you think it could be resolved. We want to reach the best possible outcome and such insights may help us to find a faster solution.

For any other aspect of The CGD Society activities:

You can call us on 0800 987 8988. Please leave us a message and a contact number, and someone will return your call within 5 working days.

You can email us at hello@cgdsociety.org

Or you can write to us at:

The CGD Society
PO Box 454
Dartford
DA1 9PE

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

When contacting us with a complaint, please feel free to let us know how you think it could be resolved. We want to reach the best possible outcome and such insights may help us to find a faster solution.

How long will it take for us to respond?

We endeavour to respond fully and conclusively to all complaints within 28 days. However, a complainant will receive an acknowledgement of the complaint within the first 5 working days of receipt. Wherever possible we will deal with it more quickly, but if we think it will take longer, we will say so.

We will normally respond to a complaint via the same method as chosen by the complainant unless instructed otherwise.

We have found that the best way to resolve a problem quickly is by telephone. This way we can make sure that we fully understand the issue and can gather all the information that we need to resolve the problem in a fast and effective way. If you are happy to receive a call from us, please include a phone number with your first communication.

What will we do?

When we receive a complaint from a member of the public, a member of staff will be assigned to investigate the issue. We will record the complaint in a log with pre-defined time thresholds for each response stage as described in this procedure. The complaint record will include the details of the complaint, the date received, the investigation details and outcomes with a copy of all relevant communications. The record will be retained for at least 5 years unless the complainant requests in writing that it must be deleted.

A Trustee will also be assigned to the case and will review the investigation outcomes with the staff member before a response is sent. Whilst some correspondence may be undertaken by phone, a response will always be finalised in writing either by email or letter. Where appropriate we will share the outcome of our investigation within this response.

We aim to work quickly to investigate and fix problems, correct mistakes and address concerns in a way that satisfies the complainant. We will always treat the individual with courtesy and respect, keeping him/her informed about our progress, and hopefully provide a satisfactory response but including options to escalate further should the complainant decide to do so.

When we may decide not to respond

There may be rare occasions when we chose not to respond to a complaint. These include:

- When a complaint is about something that the CGD Society has no direct connection to. We may choose to reply to clear our name, but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation options, and we may choose not to reply again but will always inform you of our decision to do this.
- When a complainant is being obviously abusive, prejudiced, or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.
- We cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

Who else can help?

A complaint will be dealt with by the senior person relevant to the appropriate workstream in this charity but will always be reviewed and ultimately endorsed by a Trustee before a response is sent to the complainant. Hence, there is no internal escalation procedure available should the complainant not be satisfied with that response.

Fundraising Regulator

If your complaint is to do with fundraising and you feel that it has been unresolved by us, then the Fundraising Regulator can investigate.

You must contact them within two months of receiving your response from us.

Contact can be made via their online [complaints form](#) or via telephone: 0300 999 3407. They can also be contacted at the address below:

Fundraising Regulator
2nd Floor, CAN Mezzanine
49-51 East Road
London, N1 6AH
www.fundraisingregulator.org.uk

Charity Commission

Alternatively, if your complaint is related to another area of our work and you do not feel completely satisfied by our response then you can contact The Charity Commission at the address below.

The Charity Commission
PO Box 1227
Liverpool
L69 3UG
0845 3000 218
<https://www.gov.uk/government/organisations/charity-commission>

Conclusion

We treat all comments and complaints as an opportunity to improve. If a complaint is upheld, we will be happy to acknowledge the mistakes that we have made, apologise for them, and then try to prevent them from happening again in the future. This procedure provides a rigorous process to deal with any complaint in a structured, consistent and timely way.

We must thank all complainants for helping us to provide a better service.

Appendix – Complaint processing

For office use only:

Ref	Action	Obligation
1	Complaint received by CGDS or UC	Day 0
2	UC to advise CGDS of a J4G campaign complaint	Day 1 maximum
3	Register complaint internally	All complaints irrespective of workstream to be recorded by CGDS using Beacon CRM template & checklist
4	Acknowledge receipt to complainant	Day 5 max*
5	Director to confirm that complaint is within scope for acceptance. If not, revert to complainant with explanation and close complaint record.	Liaise with UC if appropriate*
6	Director to investigate or assign to others	If immediate corrective action is required, take action without delay* Director must assign to a Trustee if he/she is implicated in the complaint
7	Director concludes/reviews investigation with all facts and communications recorded	Must include corrective action decision if complaint is upheld Review J4G complaint with UC Director*
8	Director reviews outcomes with a Trustee and potentially investigates further	Involve UC Director as necessary * Trustee ratifies response and c/action
9	Director reports back to complainant with details of investigation and corrective action where appropriate and within confidentiality limits	Latest day 28, or advise complainant that a response will take longer. All responses to come from CGDS irrespective of workstream.
* CGDS Director to work with UC Director to ensure that once informed by UC of a complaint that UC follow this procedure and timeline.		