



Complaints Policy 2021

Sussex Emmaus is committed to upholding the principles of transparency and accountability as being at the core of good governance. Ensuring that stakeholders can hold the organisation to account through an effective complaints process is essential to improve the quality of our work. We listen to all complaints and treat them as opportunities to improve. This document sets out the procedures that Sussex Emmaus follows to manage complaints. When does the policy apply? The complaints policy is intended for use by supporters, partners and the public (individuals, companies or other entities). It should not be used to raise employee or beneficiary complaints (internal policies are in place to handle these, including, but not limited to, the grievance policy, harassment policy and whistleblowing policy).

The complaints policy does not apply to complaints that are subject to current investigation by any regulatory body (for example, a complaint that is currently being reviewed by the Charity Commission) or other legal or official authorities in the UK. Such issues will be dealt with under the relevant regulatory regime.

Definition of a complaint

Sussex Emmaus defines a complaint as an expression of dissatisfaction made to the organisation related to its activity or lack of activity, or the complaint-handling process itself, where a response or resolution is expected. The following are examples of complaints (this list is not exhaustive):

- Concern about the quality of Sussex Emmaus' programme delivery or outcome
- Concern from a supporter about a particular fundraising approach
- Concern about a lack of action regarding a request made to Sussex Emmaus
- Concern about the behaviour of any member of Sussex Emmaus' (staff, Companions, volunteer or trustee).

Procedures for complaint handling

How to make a complaint

You can make a complaint in whichever way is most convenient to you. We are always ready and willing to listen. Verbal complaints can be made by phone. Written complaints can be submitted by post or email. Sussex Emmaus will treat a complaint as confidential while listening to you, keeping you informed about the progress of the complaint and providing you with a prompt response.

What information should a complaint include?

Full details should be provided of the issue being complained about, along with any relevant documentation or correspondence that is required to understand the complaint being made. Any complaint should be made as soon as feasibly possible following the events causing the issue of concern. Where possible the complainant should try to remember the details surrounding the issue, including names of people where necessary and a timeline of events to help with the investigation. The complainant should be aware that it might not always be possible to investigate a complaint in full if we have been informed a long time after the issue and/or have not been given enough details

Sussex Emmaus, Drove Road, Portslade, East Sussex, BN41 2PA

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to make a full and fair report. This will be reviewed on a case-by-case basis, taking circumstances and any relevant factors into account.

What happens after a complaint is reported?

Complaints will be passed to the relevant manager with responsibility for the area being complained about. They will investigate the circumstances surrounding the issue and provide a response, including any escalation if applicable. Managers should produce an implementation plan for any improvements identified. Sussex Emmaus will acknowledge all complaints within 14 days of receipt and will inform the complainant of the outcome of its investigation within 30 days of receiving the complaint. In the event that an investigation cannot be completed within this timeframe, the complainant will be informed, in writing, about when they can expect a full response.

What should I do if I am unhappy with Sussex Emmaus' response?

In the event of a complainant being dissatisfied with the response from Sussex Emmaus, they may write to the chief executive of Sussex Emmaus who will consider what action should be taken and inform the complainant about what further action may or may not be taken.

All complainants have the right of appeal to the chair of trustees, who can be contacted at Sussex Emmaus, Drove Road, Portslade, Brighton, BN41 2PA

Sussex Emmaus is regulated in England and Wales by the Charity Commission. Complaints can be made online at www.gov.uk/government/organisations/charity-commission

Sussex Emmaus is registered with the Fundraising Regulator. If you are unhappy with Sussex Emmaus' response to a complaint about a fundraising initiative, you can escalate this to the Fundraising Regulator within two months of Sussex Emmaus' response, via www.fundraisingregulator.org.uk or contact:

Fundraising Regulator, 2nd floor CAN Mezzanine Building 49-51 East Road London N1 6AH
Telephone: 0300 999 3407

Sussex Emmaus' advertising activities are also regulated by the Advertising Standards Authority. Complaints can be made online at: www.asa.org.uk or by contacting: Advertising Standards Authority Mid-City Place 71 High Holborn London WC1V 6QT Telephone: 020 7492 2222

When will Sussex Emmaus not respond to a complaint?

Everyone who makes a complaint to Sussex Emmaus will be treated with courtesy and respect. In return, Sussex Emmaus expects people who make a complaint to make their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, Sussex Emmaus reserves the right to withdraw or modify its complaints process. A decision about what constitutes a persistent, habitual, or vexatious complaint will be taken by the manager responsible for the area complained about.

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