

Foothold is a registered charity (no 208925) regulated by the Charity Commission. The Charity Commission advice on complaints is to

complain to the charity directly unless you suspect illegal activity, like terrorism or abuse.

**Contact the police on 101 if you suspect illegal activity.**

If you are not happy with how the charity deals with your complaint, contact the relevant regulator.

Fundraising complaints (You can also complain on behalf of someone else)

[Contact the Fundraising Regulator](http://www.fundraisingregulator.org.uk/complaints/) to complain about:

* the way you’ve been asked for donations
* how fundraisers have behaved

Advertising complaints

[Contact the Advertising Standards Authority](https://www.asa.org.uk/make-a-complaint.html) to complain about:

* an advertising campaign you think is offensive, deceptive or inaccurate
* the amount of emails or mail you get from a charity

You can change how often you get emails, phone calls, texts or post from a charity using the [Fundraising Preference Service](https://public.fundraisingpreference.org.uk/).

You should complain to the [Charity Commission](https://www.gov.uk/complain-about-charity%20) if a charity is, for example:

* not doing what it claims to do
* losing lots of money
* harming people
* being used for personal profit or gain
* involved in illegal activities





**Giving your feedback**

**Helping us to support you**

We really value feedback on our service because it tells us what we’re doing well and helps us find ways to improve it. This document is here to guide you on the different types of feedback you can offer and how it can help us to support you better in future. If you have difficulty reading this document or writing feedback, please call us on +44 7923 257 087 and we’ll happily communicate the information to you in a way that suits you.

**Compliments**

If you’re pleased with us, it’d be great if you could let us know by filling in the feedback form here: <https://www.myfoothold.org/contact-us/share-your-feedback/>. We’ll pass your feedback onto the right member of staff and keep a record of it on our feedback register to help us improve the support we give. If you give us permission to, we may also use your feedback in our annual report and for fundraising and marketing purposes.

**Comments**

If you have suggestions that you think may help us improve the quality of the support we give, please let us know using the feedback form included in this brochure. We’ll include your comments on our feedback register and discuss them with the right team or manager, to work out the best course of action. If you’ve asked for a response, we’ll make sure we get back to you within 15 working days.

**Complaints**

We want to provide you with the best support possible, but we also know that there might be occasions when:

* You’re unhappy with the service you received
* You feel that we haven’t done something that we should’ve done
* You’re unhappy with the way you’ve been treated.

If something like this happens, please tell us about it so we can make amends, learn from any mistakes we’ve made and improve for the future. If you’d like

to raise an issue, please try to get in touch within three months so we can resolve the situation in the best way possible. We’ll treat the issue you raise confidentially and record it on our register.

**First step: informal complaint**

The best way of dealing with an issue is to reach out to the staff member or volunteer you’ve been in contact with or their manager about it. If a staff member or volunteer has upset you, they’ll want to do everything they can to put things right between you.

**Second step: formal complaint**

Though we’d love any issue to be resolved informally, we understand that every issue is different and that many can’t or shouldn’t be dealt with in this way. You might, for instance, feel uncomfortable approaching a staff member or volunteer directly, or feel that the issue is more serious than that which an informal resolution would allow. You might also feel that the issue wasn’t resolved informally in the way you wanted it to be. In situations like these, the best course of action is to complete the feedback form here: <https://www.myfoothold.org/contact-us/share-your-feedback/>.

We will get back to you to let you know that we have received your form as quickly as we can, and always within three days. We’ll then investigate your situation as thoroughly as possible and get back to you with a written response within 15 working days. If we feel that the situation demands more time, we’ll let you know when we will be able to get back to you.

**Third step: appeal**

In the unlikely situation that we haven’t been able to find a solution formally, you can use your right to appeal within 14 days after you receive our formal reply to your feedback. You can address an appeal to our CEO Jane at jane.petit@myfoothold.org, who’ll put a panel together to focus on the formal investigations and make recommendations in line with these. We’ll then share the results of our investigation with you within 28 working days, and this will settle the matter.

If you would prefer to use a paper-based form, please contact Beverley Archer our Business manager on +447932257090 and she will arrange for a form to be sent to you.