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**Pawsome Pensions**

**Complaints Policy**

**Policy Statement**

Pawsome Pensions believes that if someone wishes to make a complaint or register a concern they should find it easy to do. We look upon these as an opportunity to learn, adapt and improve our standards as a result. This policy is intended to ensure complaints are dealt with properly and that all complaints and comments are taken seriously.

The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation.

**Aim**

Our aim is to ensure our complaints procedure is properly and effectively implemented, so that members of public and beneficiaries feel confident that their complaint and worries are listened to and acted upon promptly and fairly.

**Goals**

Our goals are:

* People are aware of how to complain.
* A named person will be responsible for the administration of the procedure.
* Every written complaint is acknowledged within 14 working days.
* Investigations into written complaints are held within 3 months, however, we will notify the complainant if this timescale is not practical due to processes required.
* All complaints are responded to in writing (email or handwritten).
* Complaints are dealt with promptly, fairly and sensitively.

The named person with responsibility for following through complaints is Chairperson.

**Complaints procedure**

If you have a complaint, please contact us via Pawsome Pensions, 15 Hamilton Drive, Middlemoor, Exeter, EX27HQ or [info@pawsomepensions.org.uk](mailto:info@pawsomepensions.org.uk) with the details, including any suggestions you may have for a resolution. We aim to resolve complaints quickly, fairly and effectively.

**Oral complaints**

* Those receiving an oral complaint should seek to solve the problem immediately if possible.
* If the problem cannot be resolved immediately details should be taken and passed to a committee member to be dealt with asap.
* All contact with the complainant should be polite, courteous and sympathetic, with representatives remaining calm and respectful.
* Blame should not be accepted or excuses made.
* After discussing the problem a course of action will be suggested to resolve the complaint. If it is accepted it should be clarified how the complainant would like to be communicated with i.e. meeting or letter.
* If the course of action is not accepted the complainant will be asked to put their complaint in writing.
* All complaints will be recorded.

**Written complaints**

* When a complaint is received it will be passed to their person appointed to deal, who will record this in the complaints file and send an acknowledgement letter (handwritten or Email) within 14 working day of receiving it, enclosing a copy of this procedure.
* If necessary further details will be obtained from the complainant
* If the complaint raises potentially serious matters advice will be sought from a legal advisor and may cause delay in resolution.
* Immediately on receipt of the complaint an investigation will be launched and within 3 months we should be in a position to provide a full explanation to the complainant either in writing or through a meeting. However, we will notify the complainant if this timescale is not practical due to processes required.
* The complainant will be advised of any delays in the process.
* If a meeting is required the complainant will be advised they can bring someone with them.
* At the meeting a detailed explanation will be given along with an apology if deemed appropriate.
* After the meeting or if the complainant does not want a meeting, a written account of the investigation will be sent to them.
* The out comings of the investigation will be recorded.

If you are still not satisfied, you can then contact the

Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ

about your complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

OR

Charity Commission England & Wales, or Scottish Charity Regulator

Drummond Gate, 9 Riverside Drive

London Dundee

www.gov.uk/complain-about-charity