

Approval date	April 2019
Last reviewed	April 2019
Review cycle	April 2022
Responsible Dept.	Resources

## Complaints and Compliments from the Public.

### Policy and Procedure

At Lepra we want to uphold and surpass your expectations. Without your support we would not be able to fight disease poverty and prejudice and change the lives of people in need. One of the ways we can continue to improve our service to supporters, stakeholders and the general public is by listening and responding to comments or complaints

### Your comments

We are always pleased to receive comments on the way we work. It is useful to know when we have done a good job, or if things have gone less well. This helps us provide a high quality and accessible response.

#### Your concerns

If you should have a concern about our service we want to hear from you, so that we can address it and respond appropriately.

### Your complaints

If you should have a complaint about our service we want to hear from you. We will take your complaint seriously, and will address it and respond as quickly as possible.

### How to contact us or give feedback

You can send us your comments or complaints:

In writing      Lepra, 28 Middleborough, Colchester CO1 1TG

By telephone    01206 216700. 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

Online    [lepra@lepra.org.uk](mailto:lepra@lepra.org.uk)

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.

### What we need to know

To help us investigate the issues(s) raised please provide as much of the following information as possible when you contact us:

- Is it an original complaint or a follow up to a reply you were not entirely happy with
- Give us a description of the issue and let us know how you think it could be resolved

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## What happens next?

We will acknowledge your complaint within ten working days. We hope to respond in full in this time, but if not possible we will explain and give a date by which you could expect a full reply.

From time to time we receive notification of an issue or incident that does not relate directly to something that Lepra has done or that we are not in a position to comment on. We regret that we cannot respond if a complainant is being obviously abusive, prejudiced or offensive in their manner, or when a complaint is incoherent or illegible or as part of a bulk mailing or email.

Lepra cannot respond to complaints and/or concerns made anonymously. However, we will investigate the complaint/concern and use the information to improve in any way that we can.

We really hope that our Team are able to resolve your complaint in an honest and open way. When we contact you we will also tell you what you can do if you are not satisfied with our reply – depending on the nature of your complaint you can also complain to other bodies.

Lepra is a member of the Fundraising Regulator and is committed to the highest standards in fundraising practice. If your complaint is to do with fundraising and you feel that it has been unresolved by us then they can investigate your complaint. You must contact them within two months of receiving your response from us.

<https://www.fundraisingregulator.org.uk>

Their address is -2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH

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, 1 Drummond Gate, Pimlico, London SW1V 2QQ 0300 066 9197

[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

### **Compliments and comments**

We may ask you to let us know in writing so that the person(s) that is being appreciated can see exactly how you wanted them to know you wanted to bring their good work to the charity's attention

### **Our pledge**

We treat all comments and complaints as an opportunity to improve. We are happy to acknowledge the mistakes that we have made, apologise for them, and then try to prevent them from happening again in the future. Thank you for helping us to provide a better service.

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# Complaints Form



**Date complaint received:** \_\_\_\_\_

**How complaint received:**

Phone  E-mail  Letter  Fax  In person

**Complaint received by:** \_\_\_\_\_

**Complainants contact details:**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Details of complaint:**  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Staff member assigned for resolution** \_\_\_\_\_

**Respond by:** \_\_\_\_\_

**Any further action:** \_\_\_\_\_  
 \_\_\_\_\_

**Copy of complaint attached** Yes  No

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# Compliments Form

Date compliment received: \_\_\_\_\_

How compliment received:

Phone  E-mail  Letter  Fax  In person

Compliment received by: \_\_\_\_\_

Complimenter's contact  
details:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Details of compliment:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

All relevant people notified?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Was a response required?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Action taken and completed?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

Any further details:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_