

**Last Updated: August 2020**

**Due for Review: August 2021**

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### Complaints Statement

*"Red Balloon Foundation (RBF) is committed to providing a high quality service to everyone who is involved in its activities and make use of the facilities of any premises owned by it. In situations where that service falls below the standard that our service users expect, we invite both comments and complaints which we undertake to investigate thoroughly and fairly and handle in the strictest confidence."*

### Policy

1. All complaints made against RBF staff/volunteers [workers] or activities/services are to be thoroughly investigated as per the procedure below.
2. Wherever possible, complainants are to be contacted after investigations are completed to ensure they are satisfied with the outcome.
3. If a complaint concerns the welfare or safety of persons under the age 18, RBF undertakes to follow the procedures laid out in the RBF Safeguarding (Children) Policy.

### Procedure

1. In the first instance, any comments or complaints about RBF workers or activities should be made to our main office, in writing as follows:

**Red Balloon Foundation  
Peterhouse  
122 Forest Rise  
Walthamstow  
E17 3PW**

Or electronically to **[office@rbf.org.uk](mailto:office@rbf.org.uk)**

2. Receipt of the comment/complaint will be communicated its originator immediately. Where a complaint is made, the matter will then be referred to the line manager of the worker in question or overall project supervisor if it refers to a project in general. That person will give a further response to the originator within five working days.
3. If a complainant does not feel the matter has been addressed to their satisfaction, they should make their representation in writing to the addresses above marked: "For the Attention of the Board of Trustees" either on the envelope or in the subject line of the email. Complaints which have bypassed steps 1 & 2 may be referred by the Trustees back to the staff team for initial investigation.
4. A representative of the Board of Trustees will make enquiries, take appropriate action, and respond within 15 working days from the date that the complaint was initially received.
5. If a complainant is still dissatisfied with the responses they have received, in certain cases they may be able to take the matter up with the various regulators who govern the work of the RBF as follows:

a. Fundraising Issues

If you feel that you have been asked for donations in an improper way or have concerns about the behaviour of persons fundraising on behalf of RBF, you can contact the Fundraising Regulator by following the instructions laid out here:

[www.fundraisingregulator.org.uk/make-a-complaint/complaints/](http://www.fundraisingregulator.org.uk/make-a-complaint/complaints/)

b. Advertising Complaints

If you feel RBF has produced advertising which is offensive, deceptive or inaccurate or you feel the amount of emails/mail you get from RBF is overwhelming, you can contact the Advertising Standards Agency following the instructions laid out here:

[www.asa.org.uk](http://www.asa.org.uk)

c. Serious Concerns

If you feel that RBF is carrying out any of these listed activities, you can report us to the Charity Commission of England and Wales:

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

To contact the commission, in the first instance use the portal at:

[forms.charitycommission.gov.uk/raising-concerns/](http://forms.charitycommission.gov.uk/raising-concerns/)

d. OFSTED

If your particular complaint is related to one of our OFSTED registered settings, you can contact the Office for Standards in Education by using their online reporting tool at:

<https://contact.ofsted.gov.uk/online-complaints>

6. Should your comment/complaint about RBF relate directly to an issue around the safeguarding of children or vulnerable adults, you can contact [nso@rbf.org.uk](mailto:nso@rbf.org.uk) to confidentially raise the matter with our Nominated Safeguarding Officer who will follow established processes to deal quickly with concerns raised. Concerns will always be acknowledged but we may not be able to let people know the final outcome of the actions taken with relation to their concern if this would jeopardise the safety or confidentiality of the families we work with. If you are concerned about the safety of a child and want to receive independent advice, you can always contact the NSPCC on 0808 800 5000.