



APPROVAL: Jules Payne Chief Executive	POLICY: Complaints	Effective Date: October 2014 Page 1 of 2
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Introduction

This policy sets out how HEART UK will deal with complaints.

Scope

This policy covers any type of complaint coming through any of our communication channels. This policy interplays with the Fundraising and Data Protection Policies.

Objective

The purpose of this policy is to set out the minimum requirement to deal with complaints.

Exclusions

None identified

Responsibility

The Chief Executive has overall responsibility for ensuring the policy complies with HEART UK's objectives, and that the applicable parties comply with it. Our Chief Executive is responsible for the day-to-day implementation of the policy, for monitoring its use and effectiveness and dealing with any queries on its interpretation.

Policy

When a complaint is received through any means, an acknowledgement must be provided within 1 working day. The complaint should be investigated as quickly as possible and a response provided to the complainant within a maximum of 2 working days. If the complaint requires additional time, the complainant must be kept informed. Where a complaint is considered to be of a significant nature, the Chief Executive Officer is informed immediately. The complaint, progress and solution should be logged onto the Complaints Log. The Chief Executive should review the complaint log once per month to ensure everything is in order. If a complaint escalates, this should be entered onto the risk register, which is reviewed quarterly by our Finance and Risk Committee.

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How to provide feedback or make a complaint

If you would like to comment on our work or make a complaint to HEART UK, you can contact us using any of the following methods:

- Call us on 01628 777046
- Email us at ask@heartuk.org.uk

Write to us at HEART UK, 7 North Road, Maidenhead, Berkshire. SL6 1PE

If your complaint is about fundraising and you feel we haven't been able to resolve the situation, you can take your complaint to the Fundraising Regulator. You can send in a complaint using the Fundraising Regulator online complaints form or contact the Fundraising Regulator by phone on 0300 999 3407. You can find out more on the Fundraising Regulator's website www.fundraisingregulator.org.uk.

Fundraising Regulator

We are registered with the Fundraising Regulator, an independent body, who set and maintain the standards for charitable fundraising. They aim to ensure that fundraising is respectful, open, honest and accountable to the public and will regulate fundraising in England, Wales and Northern Ireland. We adhere to these standards. Please refer to our Fundraising Policy for more information.

Revision History

Last update/review	May 2018
Next due for update/review	January 2021