



Complaints Policy and Procedure

Reviewed: February 2025

Introduction

Phab Ltd is committed to fostering an inclusive and supportive environment for everyone. We value feedback and take all concerns seriously to ensure our fundraising, services and opportunities are respectful, transparent and effective. Our complaints policy is designed to provide a clear and fair process for addressing any issues that may arise.

We are dedicated to resolving complaints promptly, ensuring that every voice is heard and respected.

What to do if you have a complaint

If there is anything to do with Phab about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again.

We take safeguarding particularly seriously. If you have any concerns about the behaviour of one of Phab staff, volunteers, members or visitors in any situation, it is vital that you tell us about it immediately so that appropriate action can be taken. Phab's Safeguarding Policy can be found on the website www.phab.org.uk

We are not able to respond to anonymous complaints. We do not deal with matters for which the Phab Ltd is not directly responsible unless it involves a safeguarding issue.

How To Contact Us

Often the easiest way for you to register a complaint, and for us to resolve it, is by phone. Simply call 020 86679443. Our phone lines are open Monday to Friday from 09:00 – 17:00 You can email us at [**info@phab.org.uk**](mailto:info@phab.org.uk)

When Receiving Your Complaint

All formal complaints are directed to our co-CEOs to ensure they receive a high priority.

- We will listen, record your complaint and advise you how it will be handled
- We will investigate whenever necessary. If the complaint involves a member of staff or volunteer, we will not divulge the name of the complainant during an investigation unless we are specifically given permission to do so.
- We will take action to resolve the problem and tell you what that action is.
- We will take steps to avoid a repeat occurrence.
- We will treat you with understanding and respect at all times and we ask that you do the same for our staff.
- We will handle confidential information in relation to your complaint sensitively.

Complaint Response Times

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.

You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required, we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you.

What Constitutes a Legitimate Complaint?

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of Phab Ltd which is under the control of Phab Ltd, its staff or volunteers.

What If Our Response Does Not Satisfy You?

If your complaint relates to fundraising, and we are unable to resolve it to your satisfaction, you can refer it to the **Fundraising Regulator**, the independent regulator of charitable fundraising of which Phab is a member. They can be contacted via their website www.fundraisingregulator.org.uk or at 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH. Tel: 0300 999 3407

Ultimately, you have recourse to the online complaint form at the Charity Commission www.charitycommission.gov.uk