



Complaints Policy

Issue: 10/09/2025 | Review: Annual

1. Introduction

Surrey Poet Laureateship CIC is committed to providing a positive experience for all of our participants, supporters, volunteers, and the wider community. We value feedback of all kinds and recognise that, occasionally, concerns or complaints may arise.

This policy sets out how we handle complaints fairly, transparently, and in line with best practice.

We define a complaint as:

An expression of dissatisfaction, however made, about actions taken, services provided, or a lack of action by the organisation or those acting on our behalf.

Where it is unclear whether a communication is a concern or a complaint, we will err on the side of caution and treat it as a complaint.

2. Scope of the Policy

This policy covers:

- *General complaints about our activities, services, or staff/volunteers.*
- *Fundraising complaints, where concerns relate specifically to how we raise funds and donations.*

3. How to Make a Complaint

General Complaints

For general complaints, you can contact us at:

info@surreypoetlaureateship.org

Fundraising Complaints

If your complaint relates to fundraising, in the first instance please contact our Lead Fundraiser:

fundraising@surreypoetlaureateship.org (FAO: Tori Monks, Lead Fundraiser)

If your fundraising complaint cannot be resolved internally, you may escalate it to the Fundraising Regulator, who is the independent regulator of charitable fundraising in England, Wales and Northern Ireland.

Website: www.fundraisingregulator.org.uk



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4. Our Complaints Process

Step 1: Acknowledgement

- We will acknowledge all complaints within 5 working days of receipt.
- We will explain the process and give you an expected timeframe for resolution.

Step 2: Investigation

- Complaints will be investigated thoroughly and fairly.
- Wherever possible, investigations will be carried out by someone independent of the events complained about.
- We will consider all evidence, including the accounts of staff, volunteers, and third parties involved.

Step 3: Response

- We aim to provide a full response within 20 working days.
- If we need more time, we will keep you updated and explain the reasons for the delay.
- Our response will include clear, evidence-based reasons for our decision and any actions we will take.
- Where appropriate, we will apologise and explain how we will learn from the complaint to improve our services.

Step 4: Escalation

- If you are dissatisfied with the outcome, you may request that the complaint be reviewed by a Director of the CIC.
- Fundraising complaints may also be referred externally to the Fundraising Regulator if unresolved.

5. Principles of Complaint Handling

- **Timely:** We will acknowledge and respond within clear timescales.
- **Fair:** Complaints will be investigated objectively and respectfully.
- **Transparent:** We will provide evidence-based reasons for decisions.
- **Accountable:** We will take responsibility for our actions and apologise when things go wrong.
- **Learning-focused:** Complaints will be recorded, reviewed, and used to improve our work.



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6. Recording and Learning from Complaints

- All complaints will be logged in our internal complaints register.
- The Senior Management Team will review complaints regularly to identify trends and areas for improvement.
- A summary of complaints and learning points will be reported annually to our Board of Directors.

7. External Recourse

If you are dissatisfied with how we have handled your complaint:

- For general complaints, you may contact the Office of the Regulator of Community Interest Companies (CIC Regulator):
- <https://www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies>
- For fundraising complaints, you may contact the Fundraising Regulator as outlined above.