

Complaints Policy.

1. Introduction

Lively Minds is committed to delivering high standards in all that we do. We recognise that, despite our best efforts, there may be occasions when our service, conduct, or fundraising activities fall short of expectations. When this happens, we welcome the opportunity to hear from you, to resolve matters promptly, and to learn from your feedback.

We take every complaint seriously, investigate it thoroughly, and use the findings to improve our practices, in line with the Charity Commission's expectations and the Fundraising Regulator's Code of Fundraising Practice.

2. What We Mean by a Complaint

A complaint is any expression of dissatisfaction, whether oral or written, about our work, our staff, our volunteers, or anyone acting on our behalf.

This includes concerns about:

- Our programmes or services;
- Our fundraising communications, materials, or events;
- The conduct of our staff, trustees, or representatives; or
- How we have handled a previous complaint.

3. How to Make a Complaint

You can contact us in any of the following ways:

Email: info@livelyminds.org

Post: UK Office, 6 Queen's Terrace, Totnes, TQ9 5JQ, UK

Phone: +44 1604908466 or +44 1604908467

If you make your complaint by telephone or in person, we may ask you to confirm the details in writing so that we can ensure we have understood correctly.

If you require additional support (for example, due to a disability or communication barrier), please let us know and we will make reasonable adjustments to assist you.

4. How We Handle Complaints

- We will acknowledge receipt of your complaint within five (5) working days, confirming who will be dealing with it.

- We aim to provide a full response within twenty (20) working days. If the matter is complex and requires more time, we will inform you of the reason for the delay and when you can expect a final response.
- Your complaint will initially be reviewed by an appropriate manager or senior member of staff who has not been directly involved in the issue.
- We will treat all complaints fairly, confidentially, and in accordance with our data protection obligations.

5. Escalation and Review

If you are not satisfied with our initial response, you may request a review by a member of our Senior Leadership Team or a Trustee who has not previously been involved.

We will complete this review and provide a final written response within twenty (20) working days of your request.

This final response will outline:

- The steps we have taken to investigate your complaint;
- The conclusions reached; and
- Any actions we are taking to address the issue.

6. Taking Your Complaint Further

If you remain dissatisfied after our internal process is complete, you may raise your concerns with one of the following bodies, depending on the nature of your complaint:

a) Fundraising Complaints

If your complaint relates to fundraising practices or communications, and we have not resolved it to your satisfaction within two months, you can contact the Fundraising Regulator:

- Website: www.fundraisingregulator.org.uk/make-a-complaint
- Email: enquiries@fundraisingregulator.org.uk
- Address: Fundraising Regulator, Eagle House, 167 City Road, London EC1V 1AW

Lively Minds is committed to working with the Fundraising Regulator and agrees to abide by its decisions.

b) Other Serious Concerns

If your complaint relates to serious concerns about the charity's governance, safeguarding, or the misuse of charitable funds, you may contact the Charity Commission for England and Wales:

- Website: www.gov.uk/complain-about-charity

7. Time Limits

We encourage complaints to be made as soon as possible after the incident occurs. Normally, we can only investigate complaints made within twelve (12) months of the event. However, where there are good reasons for delay and it is still possible to investigate fairly, we may accept older complaints.

8. Learning and Improvement

We regularly review complaints to identify trends, improve our services, and strengthen our policies. Lessons learned from complaints are reported to the Board of Trustees and incorporated into staff training and quality assurance processes.

9. Confidentiality and Data Protection

All complaints are handled in confidence and in accordance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018. Personal information is used only for the purposes of investigating and resolving the complaint.

☒ Key Compliance Notes

- Charity Commission reference: CC47 *Complaints About Charities* (for trustees' oversight and escalation routes).
- Fundraising Regulator compliance: Section 2 of the *Code of Fundraising Practice* (public complaints handling).
- Transparency: Publicly accessible, plain-language procedure with routes to independent adjudication.