

# Luna's Fund



## Complaints Handling Policy

Our Trustees aim to provide compassionate, caring, professional support to all of our beneficiaries.

We also aim to ensure that our generous donors and our valued army of volunteers feel rewarded and proud of their personal contribution, no matter how small, as we really do appreciate every penny raised and every minute worked in support of our charity.

While we always strive to plan, organise and execute to the highest standard, we understand that on occasion, things might not quite go entirely as expected, so we offer the opportunity for you to inform the Trustees, so that we might learn and develop for the future and consider any avenues of redress.

### Informal approach

We allow individual Trustees or our established volunteers to manage informal matters without the need for the matter and its response to be investigated and agreed by the Board of Trustees.

During an activity, you may wish to discuss any matters of concern with either the event organiser or a Trustee, as they may be able to address and resolve the situation there and then.

If that is not possible, you are welcome to consider using our feedback form, available on our website, if you simply wish to highlight something that we could improve upon and don't require a response.

Alternatively, you can use the "Contact" option on our website, and a Trustee will respond to you; please make it clear that you would like to make an informal complaint. You will need to provide contact details so we can correspond with you. Please ensure you include the following details:

- the nature of the complaint;
- the date/time of the incident;
- any names of Luna's Fund representatives that may have been involved;
- the names of any other people or witnesses;
- what outcome you are seeking.

### Formal approach

We require that the Board of Trustees considers all formal complaints.

If you wish to complain more formally, please use the "Contact" option on our website, and make it clear that you would like to make a formal complaint. You will need to provide contact details so we can correspond with you. Please ensure you include the following details:

- the nature of the complaint;
- the date/time of the incident;
- any names of Luna's Fund representatives that may have been involved;
- the names of any other people or witnesses;
- what outcome you are seeking.

We will nominate a Trustee as the investigating officer (somebody not involved in the allegations), who will gather information and present this to the Board of Trustees (excluding anybody involved in the allegations). The Board of Trustees will consider all information they are presented with and will then form their decision. You will be contacted by the Secretary.

We will adhere to the provisions of prevailing data protection legislation and will ensure all personal information is kept confidential.

### **Appeal**

We are a small organisation, so we do not have the scale or structure to offer an appeals process.

If you think the Charity has breached its obligations under charity law, you can of course contact the Charity Commission via their website.