



SKIP

Complaints

Policy

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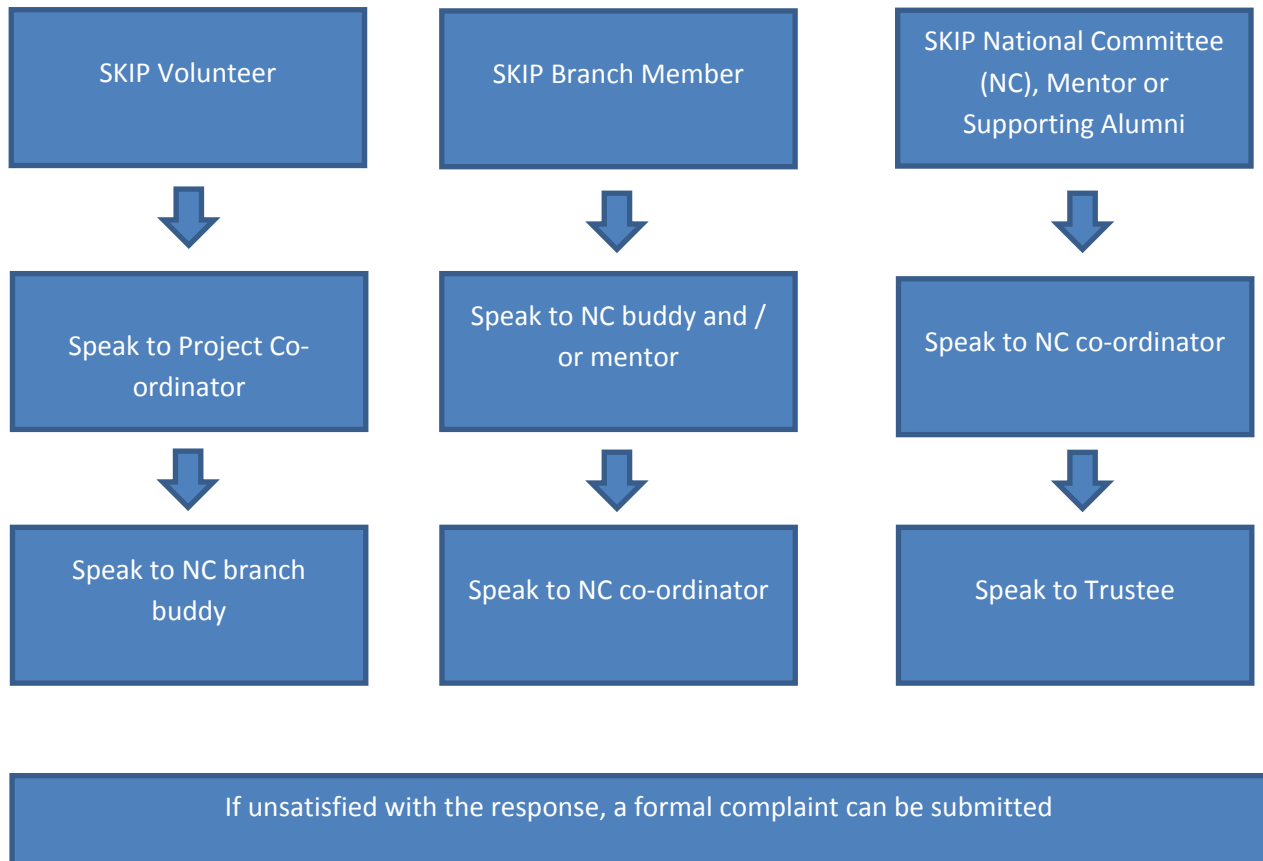
Introduction

As a charity, SKIP constantly strives to develop and improve to provide the best possible experience for our members. Without the support of SKIP members, we would not be able to have such a dramatic impact on our benefactor's lives around the world. However, we are aware that sometimes there may be times when we do not meet our own high standards. When this happens, we want to be made aware of it, manage the situation and put measures in place to prevent it happening again. This is why we take feedback and complaints seriously and treat them as an opportunity to develop and improve further. We are grateful to hear from SKIP members who are willing to take the time to help us improve.

This policy will outline the process that SKIP members should follow to make a complaint and will also briefly explain the procedure which follows.

Informal Complaint

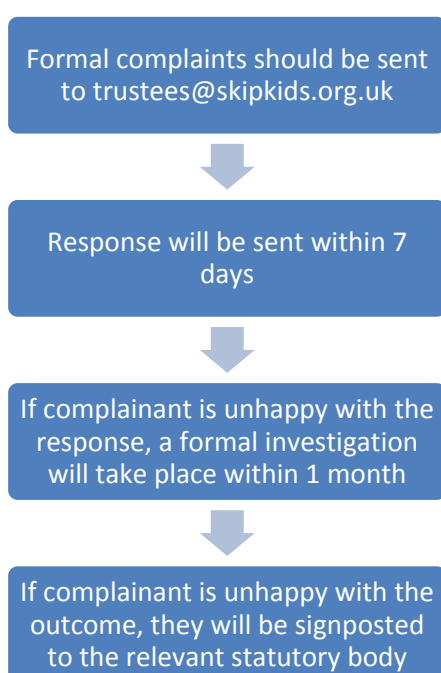
Within the SKIP structure, there is a system that encourages communication between the different levels of the charity. In the below flow-charts, we have outlined the process that a SKIP member should follow based on their position in the charity. By following this flow-chart, the member will be sign-posted to the most appropriate person.



Formal Complaint

A SKIP member may choose to bypass the informal complaint process and make a formal complaint due to the severity of their concerns, or they may have worked through the informal complaint process and been signposted to the formal complaint process. All complaints related to Data Protection will be forwarded to the SKIP Trustee responsible for this area.

The formal complaint process is led by the SKIP Trustees who will involve the relevant people in the process. Below is the process which will ensue after a formal complaint is received.



The way each complaint is managed will vary depending on the nature of the complaint. SKIP Trustees will endeavour to keep the complainant informed at all stages of the process. In certain situations, such as if a criminal investigation is required; the complaints process will be suspended until the external investigation is completed.

If the complainant is unsatisfied at the end of the SKIP Formal Complaints Process, we will signpost them to relevant statutory organisations such as the Fundraising Regulator for fundraising complaints and the Charity Commission or Scottish Charity Regulator for more general issues.

Data Protection Complaints

If after the formal complaint process, the complainant remains dissatisfied, the complainant can contact the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: www.ico.org.uk

Confidentiality

Any formal complaints will be discussed amongst the Board of Trustees. We may need to involve other SKIP members in our discussions but will make the complainant aware of this before information is shared. We will do our utmost to handle confidential information with sensitivity and according to our Data Protection Policy. A copy of all emails, reports and conversation transcripts will be stored on our secure database.

SKIP Pledge

We treat all comments and complaints as an opportunity to improve. We are happy to acknowledge the mistakes that we have made, apologize for them and then try to prevent them from happening again in the future. Thank you for helping us to improve as a charity.