



The Council of Management (Trustees) of the Fishermen's Mission takes complaints very seriously and views them as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To ensure that there is a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To make sure everyone at The Fishermen's Mission knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Contact Details for Complaints:

Written complaints may be sent to The Fishermen's Mission at Mather House, 4400 Parkway, Solent Business Park, Whiteley, PO15 7FJ or by e-mail at enquiries@fishermensmission.co.uk

Verbal complaints may be made by phone to 0800 6341020 or in person to any of The Fishermen's Mission's staff at Mather House, 4400 Parkway, Solent Business Park, Whiteley, PO15 7FJ or the individual Port Centres

Resolving Complaints

Complaints should be acknowledged by the person handling the complaint within a week.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

If the complainant feels that the problem has not been satisfactorily resolved they can request that the complaint is reviewed at a higher level. At this stage, the complaint will be passed to the Chief Executive. (Where the Chief Executive has been actively involved in the initial process the complaint will be passed to the Chair of Trustees.)

The request for Chief Executive level review should be acknowledged within a week of receiving it.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Chief Executive decides it is appropriate to seek external assistance with resolution.

If your complaint concerns data/information we hold about you, you can contact:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 08456 30 60 60 or 01625 54 57 45

Fax: 01625 52 45 10

www.ico.gov.uk

If your complaint concerns an area of The Fishermen's Missions work, you can contact:

The Charity Commission

PO Box 1227

Liverpool

L69 3UG

Tel: 0845 3000 218

www.charity-commission.gov.uk

We follow the Institute of Fundraising Code of Conduct details of which, can be found here:

<http://www.institute-of-fundraising.org.uk/code-of-fundraising-practice/>

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.