



COMPLAINTS POLICY

Our Moon relies on the generosity and good will of its supporters and works hard to avoid the necessity for complaints - we hope that you will feel more inclined to give us compliments or comments. Constructive feedback will help us to develop our way of operation more effectively and we value any comments you may have.

Compliments and comments

If you are happy with the way that we run the charity, the detail that we provide on the website and the project information that you will find there, we would be very pleased to hear from you.

Complaints

We also want to know if there is any part of our operation that you are unhappy with. We take all feedback and complaints seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner by the Chief Executive or the Trustees.

Including the following details will help us to effectively and quickly investigate your complaint:

- The specific area to which the complaint applies
- Your name and contact details: this is essential as we will not investigate anonymous complaints
- Outline the nature of your complaint as precisely as possible. This will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred
- Please let us know if you have already reported the complaint, and if any action was taken previously.

Our complaints procedure has three stages:

Stage 1

The first thing to do if you are unhappy about any aspect of our charity is to bring this to the attention of the Chief Executive who can be contacted at:

helen.leale-green@ourmoon.org.uk | +44 7720 287904/+44 1892 522330
The Coach House | Hurstwood Lane | Tunbridge Wells | Kent | TN4 8YA | UK

Please select 'Complaint' as the message subject. The Chief Executive will try to resolve your concerns immediately, however, if this is not possible, we will confirm our understanding of your complaint in writing within five working days and respond in full within 10 working days.

Stage 2

We hope that you have been happy with our response and do not have recourse to this next stage but if this is not the case we will escalate your complaint to Our Moon's Board of Trustees. If you would like this to happen then please contact James Haughton from the Board of Trustees. He can be contacted on jmh2912@icloud.com clearly marking the email for the attention of Our Moon's Board of Trustees. The Trustees will acknowledge receipt within 5 working days and respond within 10 working days.

Stage 3

If your complaint is related to Our Moon's fundraising practices:

If you are not satisfied with the response of Our Moon's Board of Trustees, you can contact the Fundraising Regulator who can independently investigate your complaint:

www.fundraisingregulator.org.uk/make-a-complaint/complaints/
(<https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>)

If your complaint is related to Our Moon's charitable activities and/or governance

If you are not satisfied with the response of Our Moon's Board of Trustees, you can contact the Charity Commission who can independently investigate your complaint:

<https://www.gov.uk/complain-about-charity> (<https://www.gov.uk/complain-about-charity>)

This policy was updated in September 2019

