



MISSION44

COMPLAINTS POLICY

MAY 2024



MISSION 44 COMPLAINTS POLICY

Mission 44 is committed to providing excellent service to all our stakeholders. We value your feedback and strive to resolve any concerns you may have promptly and fairly. We hope that in the first instance any concerns you have can be dealt with informally with the member of staff concerned, or with a member of the executive group. But, if an issue cannot be resolved informally, this policy outlines the procedure for making a complaint and how we will handle it.

WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction about the service you have received from Mission 44.

This could include:

A decision made by the foundation

Failure to deliver appropriate standards of service

Delays in receiving a response from us

Concerns about how we use charitable funds

WHAT IS NOT A COMPLAINT?

Requests for information or general enquiries

Feedback or suggestions for improvement.

We welcome your feedback on non-complaint matters and ask that, for those matters, you use the contact page rather than the complaints process.

This policy is also not intended for Mission 44 staff, who should instead refer to Mission 44's Whistleblowing Policy or Grievance Policy.

HOW TO MAKE A COMPLAINT

We encourage you to raise your complaint as soon as possible. You can make a complaint in the following ways:

IN WRITING

Send your complaint to the Team Coordinator at **Mission 44, 81 Rivington St, London, EC2A 3AY.**

BY EMAIL

Send your complaint to **info@mission44.org**, clearly stating you are making a complaint.

WHAT TO INCLUDE IN YOUR COMPLAINT

- Your name and contact details.
- A clear description of your complaint, including dates and any relevant details.
- Any members of staff involved.
- Whether you have already spoken to anyone at the Foundation about your complaint.

HOW WE WILL HANDLE YOUR COMPLAINT

We will acknowledge receipt of your complaint within five working days. We will then investigate your complaint thoroughly and fairly. This may involve contacting you for further information or speaking to the staff member involved.

We will aim to resolve your complaint within 28 working days. If it is not possible to provide a full response within this time, we will tell you and give an interim response, including details of any action to take. This decision will be communicated in writing and will outline the steps taken to address your concerns.



WHAT IF YOU ARE NOT HAPPY WITH OUR RESPONSE?

If you are not happy with our response to your complaint, in the first instance you can escalate it to the Chief Executive Officer by writing to them at 81 Rivington St, London, EC2A 3AY.

If you are still not satisfied with our response, or if your complaint relates to the Chief Executive Officer, you can escalate it to the Chair of Trustees. You can contact our Chair also by writing to us at 81 Rivington St, London, EC2A 3AY.

If you are still not happy with our response, you also have the right to complain to the Charity Commission. Fundraising complaints can be raised with the Fundraising Regulator.

CONFIDENTIALITY

We will treat your complaint in confidence. We will only share your information with others if we need to do so in order to investigate your complaint.

LEARNING FROM COMPLAINTS

We value your feedback and will use it to improve our services. We will review all complaints and identify any areas where we can improve.





VERSION CONTROL

This policy will be reviewed annually and updated as necessary. Transparency Measures:

- This policy will be easily accessible on our website.
- We will actively promote this policy to ensure all stakeholders are aware of the complaints procedure.
- We will publish an annual report summarising the number and nature of complaints received and how they were resolved.
- By following this transparent complaints policy, we can ensure that all complaints are handled fairly, efficiently, and contribute to the continuous improvement of our service.

