



## Complaints process

SoBS aims to support all survivors over the age of 18 years to the highest possible standard at all times. To help achieve this, we encourage anyone who is not completely happy with the service they have received to let us know immediately, by contacting the Office Manager at the National Office, by completing the complaints form (Appendix A).

It is important that you give as much information as possible, to enable us to fully investigate your complaint. Your information will not be passed on to anyone outside of SoBS. So we can effectively handle a complaint, in some cases we will need to involve the Chair of the Board of Trustees, in completing and signing the complaints form, you are agreeing to the Office Manager sharing your information with the chair to resolve the complaint.

- Complete the appropriate complaints form (see Appendix A) and post to: The Office Manager, SoBS National Office, 14 – 16 New Lawn Road, Ilkeston, Derbyshire, DE7 5HE
- Provide proof of identity including your name and postal address. If you contact the Helpline, you will be directed to the National Office.

On receipt of your complaint an acknowledgment will be sent to you within 3 working days and a full response will be sent within 21 working days. If the Board of Trustees are required to undertake any further enquiries they will report the decision to the complainant within thirty days. The time limits expressed in this procedure will be regarded as the normal time limits. They may however be extended by mutual agreement.

If you are still not happy with the outcome you receive from the charity, you may contact with the Charity Commission: <https://www.gov.uk/complain-about-charity>

For fundraising complaints please also see the Fundraising Regulator website - <https://www.fundraisingregulator.org.uk/complaints>

In Scotland: <https://www.goodfundraising.scot/make-a-complaint/> or refer to Fundraising Complaints: Scottish only charities <https://www.oscr.org.uk/managing-a-charity/fundraising/>

Data cleansing of any complaint is undertaken every 7 years after the complaint has been resolved and all records will be shredded or removed off electronic systems.





## COMPLAINT FORM

You have the right to complain about our service or an individual of the organisation.

On receipt of your complaint an acknowledgment will be sent to you within 3 working days from the Chief Officer and a full response will be sent within 21 working days of a fully completed form and receipt of all relevant information we require. If the information contains details of another person we will need to seek their consent before we can continue with your complaint.

If the Board of Trustees are required to undertake any further enquiries they will report the decision to the complainant within thirty days. The time limits expressed in this procedure will be regarded as the normal time limits. They may however be extended by mutual agreement.

*Please note; you may make a complaint without completing this form; but this must be in writing. If you do not use the form, please provide all of the information requested below as this is needed to process your complaint and missing information could result in a delay.*

### 1. PERSONAL DETAILS

<b>Name:</b>	
<b>Address:</b>	
<b>Postcode:</b>	
<b>Email Address:</b>	
<b>Telephone Number:</b>	

## 2. SPECIAL REQUIREMENTS

Please give details of any special needs we need to consider, when we are dealing with your complaint and communicating with you:

## 3. THE COMPLAINT

Date & Time Incident Occurred:

Please give as much detail about your complaint, stating names wherever possible.

*Please continue on a separate sheet if necessary.*

**If you have already verbally spoken to a member of SoBS regarding your complaint, please give the name and date:**

#### **4. EXPECTED OUTCOME**

**What do you think should be done to put things right?**

Please note that in investigating your complaint Survivors of Bereavement by Suicide may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

**Please send the completed form to: The Office Manager, SoBS National Office, 14 – 16 New Lawn Road, Ilkeston, Derbyshire, DE7 5HE.**

If your complaint is about the CEO, it will be forwarded to the Chair of the Board of Trustees.

If your complaint is about the office manager, it will be forwarded to the CEO.

#### **DECLARATION**

*I certify that the information given on this application form is true and that any attempt to mislead, may result in legal proceedings against me. I am aware that the response period of 30 days, will not commence until SoBS is satisfied that the organisation has all the necessary information and that it may be necessary to obtain further details in order to fully respond to the complaint.*

<b>Signature:</b>	
<b>Print name:</b>	
<b>Date:</b>	

Data cleansing of any complaint is undertaken 7 years after the complaint has been resolved and all records will be destroyed appropriately, either by shredding or removed off electronic systems.

Charity Company Limited by Guarantee  
Registered in England and Wales Charity No. 1098815  
Registered in Scotland Charity No. SC041397  
Company Number 4754829

Version 2 17/06/22