



The Prince's Trust	
Feedback and Complaints Policy	
Owner	Customer Experience

POLICY STATEMENT

The Prince's Trust is committed to providing a high-quality service to all people we work with, including young people we support, our partners, volunteers and supporters. The purpose of this policy is to ensure all members of the Prince's Trust's community and members of the public know how to provide feedback or make a complaint and ensure that the feedback or complaint is responded to appropriately and in a timely manner by the Prince's Trust.

Responsibility for this policy rests with The Prince's Trust Council, delegated to the Executive Leadership Team.

DEFINITION AND EXAMPLES OF FEEDBACK AND COMPLAINTS

Feedback, for the purpose of this policy, is defined as an expression of a specific opinion or view on procedures, employees, partners, fundraising activities or quality of The Prince's Trust services. We are committed to ensuring the quality of our service and we want to be the best organisation to volunteer, support and most importantly be supported by. Which is why feedback, including when we get things wrong, is important to us. We will ensure all comments are recorded and considered, enabling improvements to be made where appropriate.

A complaint, for the purpose of this policy, is defined as an expression of dissatisfaction about The Prince's Trust services, whether it is found to be justified or not. This policy covers complaints by young people we support, our partners, volunteers, supporters and members of the public in relation to:

- The standard of service we provide to young people.
- The behaviour of staff and volunteers working for The Trust.
- Our fundraising activities and practices.
- Any other aspects of our work.

HOW DO I GIVE FEEDBACK OR MAKE A COMPLAINT?

Feedback and complaints can be submitted to the Customer Service Team at The Trust in the following ways:

- **Online** – using our contact us form - <https://www.princes-trust.org.uk/contact-us>
- **Live chat** – from our website <https://www.princes-trust.org.uk/contact-us>
- **Email** – complaints@princes-trust.org.uk
- **Phone** – 0800 842 842 (free from a landline)
- **Letter** – writing to The Prince's Trust Customer Service Team, Unit 9 Cefn Coed Parc Nantgarw Cardiff CF15 7QQ marking the letter for the attention of The Prince's Trust, Team Leader

If you are dissatisfied with any aspects of our work or services, we want to make sure that we investigate your complaint thoroughly and provide you with a timely response. To allow us to do this, please provide as much information as possible when contacting us, including:

- The reason for your complaint
- Where and when it happened
- The name(s) of anyone involved (if known)
- The outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email).

WHAT HAPPENS NEXT?

Complaints received about our Partners' services, their staff or their volunteers will be directed to the relevant Partner who should instigate their own complaints policy and procedures. Depending on the nature of the complaint against Partners, The Prince's Trust may decide to investigate. Due to confidentiality and legal restrictions The Trust may not disclose the outcome of the investigation or any information gained during the investigation, for example, The Trust may only report that an investigation has been carried out and appropriate action taken.

We will try to resolve the problem as quickly as possible and provide you with a full response within two working days. However, sometimes we might need some extra time to investigate, in which case we will let you know when you should expect to hear from us.

We aim to resolve all complaints within 28 working days of receipt.

If, for any reason, you aren't happy with the resolution of your complaint, let us know as soon as possible. Please tell us why you were not satisfied with our response and what you would like us to do to put things right. Please either respond directly to the member of staff you have been liaising with or contact our customer service team as outlined above. Your complaint will be escalated to the relevant Director. The Director will review your complaint and respond within 7 working days.

If you are not satisfied with the response from the Director, your complaint will be escalated to the Executive Leadership Team. The Executive Leadership Team will review your complaint and respond within 7 working days.

CLOSING A COMPLAINT

The Prince's Trust will consider each complaint carefully and decide upon an appropriate course of action. All complaints will be reviewed. In some cases, it may not be possible to investigate or substantiate complaints, or it may fall outside of our responsibilities.

If you have made a complaint and provided contact details, you will be informed of any part of the investigation which may involve you directly. However, due to confidentiality and legal restrictions The Trust may not disclose the outcome of the investigation or any information gained during the investigation, for example, The Trust may only report that an investigation has been carried out and appropriate action taken.

All complainants will be responded to as per the procedures and time frames set out above.

If you are not satisfied with our response, you can contact the Charity Commission on 0845 300 0218 or visit their website www.charitycommission.gov.uk for advice.

If your complaint is related to services provided in Scotland, you can contact the Office of the Scottish Charity Regulator on 01382 220446 or visit their website www.oscr.org.uk for advice.

If your complaint relates to how we collect and use your personal information, you have the right to report your concerns to the UK data protection regulator, The Information Commissioner's Office (ICO) www.ico.org.uk.

All complaints related to our fundraising practices can be escalated to the Fundraising Regulator on 0300 999 3407 or on their website www.fundraisingregulator.org.uk. If you receive a response from us about a fundraising matter that you are not happy with, the Fundraising Regulator requires that you notify them of this within 8 weeks of hearing from us.

If your complaint relates to a loan The Prince's Trust has provided and you are not satisfied with our response, you can contact the Financial Ombudsman Service who provide a free and independent dispute resolution service. The Financial Ombudsman Service (FOS) can be reached on 08000234567 or visit their website [Financial Ombudsman Service: our homepage \(financial-ombudsman.org.uk\)](http://Financial Ombudsman Service: our homepage (financial-ombudsman.org.uk)).

You can refer your complaint to the FOS at any time, however, they'll need our consent to investigate complaints where we haven't received a complaint and had a chance to put things right or we haven't exceeded the timescales detailed in the Financial Conduct Authority's guidelines [DISP 1.6 Complaints time limit rules - FCA Handbook](#) and haven't yet issued our response. You have six months within the date of our response to refer your complaint to [FOS](#).

The Prince's Trust are licensed under the Consumer Credit Act 1974, for which we are authorised by Financial Conduct Authority (FCA). The FCA can be contacted in writing at: The Financial Conduct Authority Head Office, 12 Endeavour Square, London E20 1JN or on 0800 111 6768 or visit their website [Financial Conduct Authority | FCA](#).

UNREASONABLY PERSISTENT COMPLAINTS

There are a small number of complainants who, because of the frequency, nature and quality of their contact with The Prince's Trust, hinder our consideration of theirs, or other people's, complaints. We refer to such complainants as 'unreasonably persistent complainants' and, exceptionally, we will take action to limit their contact with our staff and volunteers

The decision to restrict access to our staff and volunteers will be taken by the national Director of Operations in consultation with senior management and will normally follow a prior warning to the complainant. Any restrictions imposed will be appropriate and proportionate. The options we are most likely to consider are:

- requesting contact in a particular form (for example, letters only)
- requiring contact to take place with a named individual
- restricting telephone calls to specified days and times
- and/or asking the complainant(s) to enter into an agreement about their future contact with us.

In exceptional cases contact with a complainant may be terminated without restrictions first being imposed. This will be dependent on the individual circumstances but would be an option if the complainant's behaviour is particularly severe or includes threats to PT staff or volunteers. In all cases where we decide to treat someone as an unreasonably persistent complainant, we will write to tell the complainants why we believe their behaviour falls into that category, what action we are taking and the duration of that action. We will also tell them how they can challenge the decision if they disagree with it. If we decide to carry on treating someone as an unreasonably persistent complainant and we are still investigating their complaint six months later, we will carry out a review and decide if restrictions will continue.

Where a complainant whose case is closed persists in communicating with us about it, we may decide to terminate contact with that complainant about the matter. In such cases, we will read all correspondence from that complainant, but unless there is fresh evidence which affects our decision on the complaint, we will simply acknowledge it or place it on the file with no acknowledgement.

New complaints from people who have come under this procedure will be treated on their merits.

CONFIDENTIALITY

While the Trust will treat any information given to us sensitively, we cannot always guarantee to keep your identity confidential as we may need to disclose your identity if required to do so by law. It should also be noted that your identity may be recognisable to others during the investigation due to the nature of the complaint, although we will endeavour to limit the risk of this where possible.

All complaints will be logged by the customer services team for reporting and monitoring purposes. Details of complaints are kept in accordance with our data protection policy.

LINKS TO OTHER POLICIES

Other policies which may be relevant to this policy are:

- Privacy Policy

Date approved by ELT/Council	Approved by ELT – April 2020 Approved by Council – May 2020
Next review date	01/06/2022
Amendments	March 2021: Changes made to the contact channels which complaints can be made through, and to the FCA paragraphs. June 2021: updated name of Exco to Executive Leadership Team (ELT) and changed email address to complaints@princes-trust.org.uk