



# Pandora Project

## Complaints Policy and Procedure

Pandora Project treats all comments and complaints as an opportunity to improve. We are happy to acknowledge the mistakes that we have made, learn from them and try to prevent them from happening again in the future.

### Our Policy

- To provide a fair complaints procedure, which is clear and easy to use for anyone wishing to make a complaint
- To ensure that all Pandora Project staff know what to do in the event of a complaint
- To publicise the existence of our complaint's procedure, so that people know what to do in the event of a complaint
- To ensure that all complaints are dealt with in a fair and timely way
- To ensure that complaints are resolved where possible
- To gather information to help us to improve or service

### What is a Complaint?

The definition of a complaint is an expression of dissatisfaction, whether justified or not, about any aspect of Pandora Project.

### Where do Complaints Come From?

Complaints may come from individuals or other organisations if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff who should refer to Pandora Project's internal policy on such matters.

### Confidentiality

All information will be handled sensitively, telling only those who need to know.

### Responsibility

The overall responsibility for this policy and its implementation lies with the board of trustees of Pandora Project.

## Procedure

### Receiving Complaints

You can get in touch with us via email

[info@pandoraproject.org.uk](mailto:info@pandoraproject.org.uk)

Or you can write to us at:

Chief Executive Officer  
Pandora Project  
PO box 91  
King's Lynn  
PE38 8BW

Please include your name, address and contact telephone number so that we can get back in touch with you easily.

### What will happen next?

1. If your complaint is verbal, where appropriate, we will ask that you send in a written account, so the complaint is recorded in your own words.
2. We will acknowledge all complaints by letter within five working days of receiving it and will enclose a copy of this policy.
3. We will investigate your complaint and speak with any members of staff involved.
4. We will write again with the findings of our investigations or for any further details required to complete the investigation.
5. We aim to resolve your complaint within 21 days of sending the acknowledgement letter.
6. At this stage if you are still unsatisfied, you should contact us again and request a review. We will arrange for the Board of Trustees to review the decision made.
7. We will write again within 14 days of receiving the written request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can contact;

Charity Commission  
102 Petty France  
Westminster  
London  
SW1H 9AJ  
0300 0669197

### What we will do

We will work hard to fix problems, correct mistakes and address any concerns. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome.

We will always treat you with courtesy and respect, listen to what you say and keep you informed about our progress.

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From time to time we receive complaints that do not relate directly to something that Pandora Project has done or that we are not in a position to comment on. We are a voluntary organisation with limited resources, and we must use these in the best way possible. There may be rare occasions when we choose not to respond to a complaint at all. These may include;

- When a complaint is about something that Pandora Project has no direct connection to. We may choose to reply to clear our name, but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points, but we may choose not to reply again, we will always inform you of our decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member or a volunteer.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can choose whether it is necessary for us to reply or not.
- Pandora Project cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.