

### **Principles of LIVES complaints procedure**

We strive to offer high standards of service at all times and in all that we do, but we know that sometimes things go wrong. When this happens we want to work with you to resolve the issue and to learn so that we can improve in the future. If you are unhappy with the service that we provide, we would like to hear from you so that we can improve and try to make sure your experience is not repeated. We welcome all feedback and will always seek to ensure that complaints are:

- listened to and investigated thoroughly
- dealt with consistently throughout LIVES
- acknowledged speedily and recorded
- dealt with in an appropriate, fair and timely manner
- learned from and this learning shared with others

### **Time limits for making a complaint**

It is best to tell us as soon as possible and within 12 months of the event happening or within 12 months of discovering you have cause to complain. Complaints received outside of these timescales may still be investigated if there is a reason the complaint could not be made earlier and only if it is still possible to investigate what happened.

### **The Complaints Procedure**

If you would like to make a complaint to LIVES, you can contact us using any of these options:

- Email us at [info@lives.org.uk](mailto:info@lives.org.uk)
- Call us on 01507 525 999 (Monday to Friday, 9am to 5pm)
- Write to us:  
The Chief Executive  
LIVES  
Units 5 – 8 Birch Court  
Boston Road Industrial Estate  
Horncastle  
LN9 6SQ

We will acknowledge your complaint within five working days of receiving it and endeavour to send a formal response within three weeks. If your complaint is complex and will require a longer time to respond we will discuss this with you and seek to agree a timeframe.

If you are not happy with our response please let us know as soon as possible. Your complaint will be referred to a more senior member of staff, who will carry out a review and let you know the outcome.

If you remain dissatisfied with our response you can contact the Charity Commission (0845 300 0218 or [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)) or the Care Quality Commission (03000 616161 or [www.cqc.org.uk](http://www.cqc.org.uk)) for advice.

### **Your personal information**

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We will only give your personal information to other people and organisations if you have given us permission to do so. If you are able to give this

permission when you contact us with details of your complaint, this can help us to start the investigation quickly.

### **The Fundraising Regulator and LIVES**

We are a member of the Fundraising Regulator. The Fundraising Regulator is the body for self-regulation of fundraising in the UK and is open to all fundraising organisations. As a member LIVES agrees to adhere to the highest standards of good practice with our fundraising and a Fundraising Promise. You can read the Fundraising Promise on the Fundraising Regulator website [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk)

If you are unhappy with our response to a complaint regarding fundraising by LIVES you are entitled to take your complaint directly to the Fundraising Regulator. Their contact details are: Fundraising Regulator, 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH. Telephone: 0300 999 3407. Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)