



# Hours of Human Happiness

Helping to make lives better in Eastern Uganda

## Hours of Human Happiness – Complaints Policy

One of the hallmarks of an effective charity is that it will generally be accountable and transparent and, in particular, will welcome both positive and challenging feedback from its stakeholders. One way to achieve this is to have well-publicised, effective and timely procedures for dealing with complaints about the charity and its activities.

For the purposes of this policy, we define a complaint as any expression of dissatisfaction about the standards of service provided by a charity, which an individual or a group of individuals claim has affected him, her or them.

As a very small charity with no paid staff Hours of Human Happiness will of necessity have a very simple procedure for handling complaints.

3H recognises that a swift response, acknowledging the complaint and telling the complainant how and when the charity will deal with their complaint with clear and realistic timescales will help manage the complainant's expectations.

3H will ask the complainant, at the earliest possible stage, what they want as an outcome of their complaint; and wherever it is possible and appropriate will try to provide this. If it is not possible, or it is inappropriate, to provide their desired outcome, 3H will attempt to offer an outcome that seems to be proportionate to their complaint.

Complaints can be made in any format, verbally, by email or in writing to any trustee, the trustee approached will attempt to resolve the problem informally but if this is not possible will bring the matter to the attention of the Chair. The Chair may involve other trustees in information gathering or investigation and once all the appropriate information is to hand will ask the Board to make a joint decision as to how to move forward. The Chair will keep the complainant informed as to timescale and eventual outcome.

Should the complaint be about the Chair an alternate trustee will be asked to undertake the role usually taken by the Chair.

A record will be kept of all complaints and their resolution within Board minutes.

**Drafted by KW on 16.3.19**