



Complaints Procedure

(Reviewed 28-04-25)

Jessie's Fund strives to operate to the highest standards in all aspects of its work. To ensure we maintain our standards, we welcome both positive and negative feedback. We aim to ensure that:

- it is easy to make a complaint;
- we treat as a complaint any expression of dissatisfaction with our organisation which calls for a response;
- we treat it seriously whether it is made by telephone, letter, email or in person;
- we deal with it quickly and politely;
- we respond accordingly - for example, with an explanation, or an apology where we have got things wrong, and information on any action taken etc;
- we learn from complaints, use them to improve our practice, and monitor them at our Board.

How do you make a complaint?

If for any reason you are not satisfied with your dealings with our organisation, you can make a complaint by telephone, letter, email or in person. Please tell us:

- how you would like us to respond, providing relevant contact details
- if you are writing or phoning on behalf of someone else.

We will reply within two weeks of receiving a complaint. If it will take longer than two weeks, we will write to explain why. We will not ask you to wait any longer than a maximum of four weeks. Any complaints should be sent to

Karen Kadow
Administrator
Jessie's Fund
15 Priory Street
York
YO1 6ET

Tel: 01904 658189
email: karen@jessiesfund.org.uk

If you are not satisfied with the response, you can contact the Executive Director, Rebecca Ellis: rebecca@jessiesfund.org.uk (at the same postal address). Alternatively, you can contact the Charity Commission for further advice: www.charity-commission.gov.uk.

Jessie's Fund is registered with the Fundraising Regulator (www.fundraisingregulator.org.uk). If your complaint concerns our fundraising practice and you are dissatisfied with our response, you can contact the Fundraising Regulator:

Email: enquiries@fundraisingregulator.org.uk; Tel: 0300 999 3407.