

Balloons Complaints Procedure

Reviewed 2023
Next review 2026

Balloons aims to provide high quality services which meet the needs of its service users and other stakeholders.

We believe we achieve this most of the time, but if we are not getting it right then please let us know.

In order to ensure our services are of a high and improving standard, we have a procedure in place so that all our stakeholders can let us know when they are not completely satisfied with us.

Making a complaint

Verbal complaint:

If you are unhappy about any of Balloon's services, please speak in the first instance to the relevant staff member. Often, we will be able to give you a response straight away. When the matter is more complex, we undertake to give you at least an initial response within five working days. It is our intention to process complaints quickly and efficiently in the best interests of all concerned.

Our phone number is 01392 982570 or you can call into the office, Balloons, First Floor, 6 Providence Court, Pynes Hill, Exeter, EX2 5JL

Written complaint:

If you feel it is difficult or inappropriate to lodge your complaint verbally, then you can directly liaise with either the CEO or the Chair of the Trustee Board in writing, by sending a letter setting out your complaint to the following address:

Balloons, First Floor, 6 Providence Court, Pynes Hill, Exeter, EX2 5JL

or by emailing:

CEO – nicolaclarke@balloonscharity.co.uk

Trustees – trustees@balloonscharity.co.uk

All written complaints will be logged, and you will receive an acknowledgement within five working days.

Resolving complaints

Our aim is to investigate your complaint properly and thoroughly, and this will involve liaising with all of those involved in the issue you have raised. Each complaint is dealt with on a case by case basis, dependent on the nature of the complaint and the impact on the charity and the children and families we seek to serve. We aim to give you a response within 10 working days of receiving a complaint, but this can vary, and we always seek to do things properly and not just speedily. In all cases where we can't resolve within 10 working days, we will give an interim response within this timescale.

If after we have responded you are not satisfied with that response, you are entitled to request that the Chair raises the issue with the full Board of Trustees, who will decide on any further steps to resolve the situation.

If you have made a complaint, either verbal or written, and you are not satisfied with our response then you have the right to take the complaint outside of the charity and directly to the Charity Commission. You can find the details of how to complain about a charity on their website at <https://www.gov.uk/government/organisations/charity-commission>

Staff/Volunteer/Trustees – other relevant policies

For Staff/Volunteers and Trustees we also have in place our Whistleblowing Policy and Managing Allegations Policy, which are available on our internal Sharepoint Site.