

RA CHARITIES
COMPLAINTS POLICY
VERSION 1.0

Approved by: The Board of Management on 23 June 2022

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PURPOSE

1. This policy outlines the RA charities policy on complaints. It is a commitment made to beneficiaries, members, donors and the public. It covers the Royal Artillery Charitable Fund, the Royal Artillery Institution and the Royal Artillery Association (the “Charities”).

POLICY STATEMENT

2. Royal Artillery Charities view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint, in order to build and maintain effective relationships with our beneficiaries, supporters and other stakeholders.

3. Our policy is:

- to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- to publicise the existence of our complaints policy and procedure so that people know how to contact us to make a complaint;
- to make sure everyone at Royal Artillery Charities knows what to do if a complaint is received;
- to make sure all complaints are investigated fairly and in a timely way;
- to make sure that complaints are, wherever possible, resolved and that relationships are repaired; and

- to gather information which helps us to improve what we do.

Definition of a complaint

4. A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Charities.

Where complaints come from

Complaints may come from potential beneficiaries, established beneficiaries, potential supporters, existing supporters, contractors, neighbours or indeed any person or organisation who has a legitimate interest in the Royal Artillery Charities. A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should use Royal Artillery Charities' Grievance Policy.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Chief Executive (Regimental Secretary). Should the complaint be escalated or involve the Chief Executive it will go to the Chairman of the Board of Trustees for the relevant charity.

Fundraising

We aim to set the highest standards for our fundraising activity. However, there may be times when our fundraising falls short of these and when this happens, we would like to know so we can address these as quickly as possible to put things right and make necessary improvements. We take any complaint very seriously and promise to investigate these thoroughly.

Royal Artillery Charities are committed to following the Code of Fundraising Practice.

If you have feedback on any of our fundraising activity, we encourage you to send your comments and details of the activity to us within 14 days. It would help if you are able to send any materials to support your complaint.

Personal Data

Please refer to our [Privacy Notice](#) which is published on our website. It contains important information on who we are and how and why we collect, store, use and share your personal information (personal data). It also explains your rights and how to contact us or our supervisory

authority, the Information Commissioner's Office, in the event you have any concerns we are unable to address.

If you wish to make a complaint

All complaints in relation to the activities or staff of the Charity should be directed in the first instance to the Chief Executive by:

- Telephone: 03001541168
- Email – matthew.carter133@mod.gov.uk or
- Writing to – Regimental Secretary, Artillery House, Royal Artillery Barracks, Larkhill, Salisbury, SP4 8QT.

Any complaint relating to the Chief Executive should be sent in writing to: The Chairman of the Royal Artillery Board of Management at the above address.

How we will deal with your complaint

The Charities aim to manage complaints quickly and effectively at, or close to, the first point of contact.

- Our aim is to acknowledge any complaint within two working days of the complaint being received;
- if we cannot resolve your complaint immediately, then we will investigate your complaint and issue you with a further response/outcome within 10 working days of receiving your initial complaint;
- if you are dissatisfied with the initial response to your complaint, then you must inform us, and your complaint will be escalated to the Chair of the relevant charity;
- if you are still dissatisfied with the response you have received, then we will advise you to take up your complaint with one of the following external regulatory bodies:
- The Charity Commission (England & Wales)
- <https://www.gov.uk/complain-about-charity>
- The Scottish Charity Regulator
- [OSCR | Charity Concern Form](#)
- The Charity Commission for Northern Ireland
- <http://www.charitycommissionni.org.uk/about-us/making-a-complaint/>

- The Fundraising Regulator
- <https://www.fundraisingregulator.org.uk/make-a-complaint/complaints/>
- Information Commissioners Office (ICO) for breaches of Data Protection.
- [Make a complaint | ICO](#)
- The Advertising Standards Authority
- [Make a complaint – ASA | CAP](#)