**Compliments and Complaints Procedure**

Whoever you deal with at NAPA we expect you to be treated with courtesy and to find our organisation friendly and welcoming.

If you are pleased with the service you’ve received, or if you are dissatisfied with any aspect of our work, then we would like to hear about it.  Feedback provides an opportunity for us to assess and improve how we work.

**Complimenting NAPA**

We welcome compliments about all aspects of NAPA’s work. These help us to learn from what we are doing well, understand how our services make a difference, and provide positive feedback for the NAPA team.  Please send all compliments to [communications@napa-activities.co.uk](mailto:commuications@napa-activities.co.uk)

**Complaining about NAPA**

Complaints should be made as soon as possible after the action which caused the complaint took place.

 If you are in contact with a member of NAPA staff, you should try to resolve the problem informally with them first. If you are not able to resolve the problem informally with a member of staff, we welcome complaints by email to [communications@napa-activities.co.uk](mailto:communications@napa-activities.co.uk)

When making a complaint, it would be helpful if you could state clearly and briefly; what went wrong, when and where it happened, who was involved, what you would like because of making a complaint, your name, address and contact details.

Once we have received your complaint the Executive Director’s Assistant will log your complaint and pass it to the most relevant member of staff.

**We will:**

Acknowledge receipt of your complaint within 5 working days and let you know which member of staff will be dealing with it.

Treat your complaint seriously and investigate it thoroughly.

Respond to your complaint in writing with the findings of the investigation.

Inform the Executive Director of the outcome of the complaint.

Learn from the complaint.

To make an appeal you should contact the Executive Director’s Assistant who will then ask a senior manager to look at the issue further and inform you of the new timescale in which we would hope to reach a conclusion.

If your complaint concerns a senior manager, the first stage will be dealt with by the Executive Director

If your complaint concerns the Executive Director the first stage will be dealt with by a trustee appointed by the Board of Trustees. Their decision is final.

If you remain dissatisfied with the second stage investigation then we encourage you to contact the Charity Commission on 0845 300 0218 or at [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk). If your complaint relates to our services in Scotland you should contact the Scottish Charity Regulator at [www.oscr.org.uk](http://www.oscr.org.uk)

**Your privacy:**

By submitting a complaint through our Complaints Procedure, you are agreeing to let NAPA use your details to process your complaint quickly and easily.

**We will:**

Treat your complaint as confidential and will only share information with staff and volunteers as necessary to assist the investigation.

We will not be able to investigate anonymous complaints.

**Fundraising complaints:**

If your complaint refers to NAPA fundraising and you’re dissatisfied with the response and investigation we have provided, please contact the Fundraising Regulator for advice on 0300 9993407 or at [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk).

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