



Wings to Fly Complaints Policy

Wings to Fly is committed to maintaining high standards across all aspects of our work, we always aim to treat all our donors, grant givers and supporters with the highest level of care and respect. When a complaint is received it will be logged and investigated promptly.

What to do if you have a complaint

We view legitimate complaints positively as they are one of the ways we have to reflect on our processes and practices and see if there are opportunities for us to strengthen and improve them.

In particular, we take safeguarding extremely seriously. If you have any concerns about the behaviour of one of our trustee's, volunteers, guests or beneficiaries associated with one of our projects in any situation, it is vital that you tell us about it immediately so that appropriate action can be taken.

If there is anything to do with Wings to Fly about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again.

All formal complaints should be directed to our Chair to ensure they receive a high priority.

How to contact us

Often the easiest way for you to register a complaint, and for us to resolve it, is by contacting us by phone and ask to speak to one of our trustees.

Simply call [01825830375](tel:01825830375) or email: info@wingstofly.org.uk

You can also write to us at:

**WINGS TO FLY
ST. MARKS C OF E PRIMARY SCHOOL
SCHOOL LANE
HADLOW DOWN
UCKFIELD
TN224HY**

What we will do on receiving your complaint

- We'll listen, record your complaint and advise you how it will be handled.
- We'll investigate whenever necessary. We will not divulge the name of the complainant during an investigation unless we are specifically given permission to do so.
- We'll take action to resolve the problem and tell you what that action is.
- We'll take steps to avoid a repeat occurrence.

At all times we will treat you with understanding and respect. Confidential information in relation to your complaint will be handled sensitively.

We are not able to respond to anonymous complaints. We do not deal with matters for which the Charity is not directly responsible unless it involves a safeguarding issue.

Complaint response times

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.

You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required we aim to provide a full response within 20 working days. If due to exceptional circumstances this is not possible, we will advise you.

What constitutes a legitimate complaint?

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of Wings to Fly, which is under the control of the trustees of the charity.

What if our response does not satisfy you?

Ultimately, you have recourse to the online complaint form at the Charity Commission www.charitycommission.gov.uk

This policy will be reviewed every two years