Complaints Policy of Payroll Giving in Action Ltd (PGA)

1. Introduction

This Complaints Policy outlines the procedure for handling complaints at Payroll Giving in Action Ltd. We are committed to providing a high standard of service to our customers, and we take all feedback seriously. This policy complies with the relevant laws and regulations in the United Kingdom. This policy does not cover complaints from a member of staff, who should use Payroll Giving in Action's Discipline and Grievance policies.

2. Scope

This policy applies to all customers, clients, and stakeholders of Payroll Giving in Action Ltd.

3. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction, whether oral or written, and whether justified or not, about the provision of a service.

4. How to Make a Complaint

Complaints can be made through the following channels:

In Person: Speak to a member of our staff at any of our locations.
Phone: Call 01271 343850
Email: Send an email to info@payrollgiving.co.uk
Written: Address your complaint to Payroll Giving in Action, Unit 27 Trent South Industrial Park, Nottingham, England. NG2 4EQ.
Online Form: Contact us via live chat on www.payrollgiving.co.uk

5. Acknowledgement of Complaint

Upon receiving a complaint, we will:

- Send an acknowledgement within 5 working days, which will include a reference number for future correspondence.
- Inform the complainant of the name and contact details of the person handling the complaint.

6. Investigation and Resolution

We will aim to investigate and resolve the complaint within 10 working days.

If we require more time for investigation, we will inform the complainant of the reasons for the delay and provide an estimated resolution date.

7. Communication of Findings

Once the investigation is complete, we will:
Provide a written response to the complainant, detailing the findings and any actions taken.
If applicable, offer any remedies or solutions to address the complaint.

8. Escalation

If the complainant is dissatisfied with the resolution, they can request a review by a senior member of management and refer to the Association of Payroll Giving Organisations www.payrollgivingorgs.co.uk. If a complainant remains dissatisfied after completing our complaints process, a complainant may refer the complaint to the Fundraising Regulator.

9. Fairness and support

All complaints will be handled fairly, impartially, and in confidence. Where possible, investigations will be conducted by someone not directly involved in the matter complained about. We will make reasonable adjustments and provide additional support for complainants in vulnerable circumstances.

10. Record Keeping

All complaints and their resolutions will be documented and retained for a minimum period of 7 years in compliance with data protection regulations.

11. Learning and Improvement

We view complaints as an opportunity for continuous improvement. Feedback received will be analysed, and appropriate actions will be taken to prevent similar issues in the future.

12. Monitoring and Reporting

Payroll Giving in Action Ltd will regularly monitor and report on complaints as required by law and for internal quality control purposes.

13. Review of Policy

This Complaints Policy will be reviewed annually or as required by changes in legislation or business practices.

14. Contact Information

For any queries regarding this policy, please contact:
Amelia Tucker-Jones or Suzie Power
Directors
Payroll Giving in Action Ltd