Charitable Incorporated Organisation Name: SMILEZ (1187799)
Document Title: Compliments, Comments and Complaints Policy
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1. Smilez Values in Action
Smilez is committed to excellence in everything we do. We recognise that mistakes can happen, and that not everyone will always agree with our actions or decisions. Feedback, whether compliments, comments, or complaints is invaluable, helping us improve services, refine our campaigns, and continue providing essential support that brings smiles to lives.

2. Who This Policy Is For
This policy applies to:
Members of the public
Donors, supporters, and volunteers
Organisations working with or representing Smilez

It covers feedback relating to:

- Our charitable services and activities
- Fundraising campaigns and initiatives
- The conduct of our trustees, volunteers, or third parties acting on our behalf

3. Complimenting Us
Compliments are valued as they help us:

- Understand what we do well and the positive impact we make
- Provide recognition and positive feedback to volunteers and supporters
- Inform future development of services and campaigns

We aim to acknowledge compliments wherever possible. All compliments are appreciated and recorded for learning and recognition purposes.

4. Commenting on Our People or Our Work
Constructive comments help us maintain high standards and improve our work.
Comments:

- Highlight areas for improvement
- Inform the development of services and activities

We aim to acknowledge comments wherever possible. Every comment is valued and taken seriously.

5. Complaining About Our Volunteers or Our Work

A complaint is defined as: “An expression of dissatisfaction, however made, about actions taken or a lack of action by Smilez trustees, volunteers, or third parties acting on our behalf.” We recognise that mistakes may occur and take complaints seriously. Complaints are

handled in line with UK GDPR / Data Protection Act 2018, maintaining confidentiality and only sharing personal information with those who need it to investigate the complaint.

6. Sharing Your Compliments, Comments & Complaints
Feedback can be submitted using the following contact details:
Email: info@smilez.org.uk

Please include:

- Your name and contact details
- Details of your compliment, comment, or complaint
- Relevant dates or supporting information

7. Our Process for Dealing with Complaints

1. Acknowledgement: We will acknowledge your complaint within five working days and explain the process and expected timeline. For data protection-related complaints, we will acknowledge them within 30 calendar days, in line with ICO guidance.
2. Investigation: We will carry out a thorough and fair investigation to establish the facts.
3. Response: We aim to provide a full written response within 15 working days. If this is not possible, we will inform you of the delay and provide a revised response date.
4. Record-Keeping: All complaints, actions, and outcomes are securely recorded for learning, accountability, and reporting to the Charity Commission if required.

8. Appealing Our Response
If you are not satisfied with our response, you may submit a written appeal if:

- You have new, relevant information
- We have not adequately considered all information provided

Appeal Process:

- Acknowledgement within 5 working days
- Full written response within 15 working days
- The outcome, provided in writing, is final within Smilez

9. Taking Your Complaint Outside Smilez
If you remain dissatisfied after following our process, you may contact The Charity Commission (England & Wales):

https://www.gov.uk/complain-about-charity

10. Data Protection and Privacy
All feedback is handled in accordance with UK GDPR / Data Protection Act 2018:

- Personal data is processed lawfully, fairly, and transparently
- Only shared with individuals necessary to investigate the complaint
- Securely stored and retained in line with our Data Retention Policy

11. Policy Review
This policy will be reviewed every three years or sooner if changes in law, guidance, or organisational practice require it.