



**OVERSEAS
FELLOWSHIP OF
NIGERIAN CHRISTIANS**

Complaints Handling policy

**Approved by The National Executive Council of the Overseas Fellowship of Nigerian Christians (OFNC)[25 October 2015];
To be reviewed annually**

1. SUMMARY

The Overseas Fellowship of Nigerian Christians (OFNC) aims to provide a high level of service in all areas of our work. However, we occasionally fall short of the standards we set ourselves, which is why we welcome and value your comments and complaints. They help us to resolve issues and improve the service that we provide to you in the future.

2. MAIN POLICY

OFNC has put together a simple **Complaints Handling Procedure** which we have outlined below. Should you not be satisfied with the service we have provided, or feel that something we have done whilst delivering our service has been detrimental to you, please follow this procedure so that we can resolve these issues.

We also like to hear about your positive experiences, or constructive advice about how we can make our services even more responsive to your needs. Should you wish to share these with us, please use the contact details listed in this document.

Braille and large print versions of this procedure are available on request. It is also available on our website. Whilst we respect the right of persons to register their comments or complaints outside of OFNC (such as with the Charity Commission), we do request that our internal process is completed before resorting to any external channels.

Where OFNC is delivering a service as part of a contractual relationship with another organisation, you have the right to raise your complaints with the contracting body. Before doing this you will need to go through the stages below to give us the opportunity to deal with your complaint. Details of the Contracting Organisation can be obtained from your local service team, branch or anyone involved in the process set out below.

If you require further clarification on any of the points in this guide, please feel free to get in touch with us using the contact details provided.

We aim to:-

- Make it simple for you to tell us what we are doing wrong or what we could do better. You can contact us by telephone, by letter or by email.
- Respond to you within two working days, or as quickly as possible, detailing the timescale for response and the name of the officer who will be investigating your enquiry
- Keep you updated every step of the way and investigate and respond to you fairly, following agreed timescales and procedures. Where this is not possible, for example, if a more detailed investigation is required, we will regularly keep you informed of progress.



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- Use your feedback to improve our services and ensure that people's needs are at the heart of everything we do. We will achieve this by listening to and recording all comments and concerns and using this feedback to regularly review and improve our services.
- Communicate service improvements made as a result of feedback and provide information of these changes and how they have contributed to reducing negative feedback, wherever possible.
- Provide a final response at each stage no later than 28 days, except of course where full investigation is required.
- Process every information provided in relation to a complaint fairly and lawfully in compliance with Data Protection Act 1998

3. Complaints Handling Procedure

Stage 1 - Contact us locally

In the first instance, contact the individual responsible or the manager of the service at the relevant location. We will endeavour to respond within 10 working days from the day of complaint. All comments and complaints will be recorded at that location, together with the outcomes, and will be regularly reviewed by relevant BEC officers and used to improve services.

If you are not satisfied with the initial response that you have received, please proceed to "Stage 2" of this procedure.

Stage 2 - If I am not satisfied

Contact the National Secretary's Office, by letter, telephone, or by email

The National Secretary
OFNC Ltd
TOP House, Shawheath Close,
Manchester M15 4BQ
Email: info@ofnc.org.uk
Tel: 020 7097 5153

Please ensure your communication reaches us within 10 working days of finding out the outcome of your complaint under Stage 1. If you are having trouble meeting this timescale, for example because you need to obtain other documents or get help to produce further evidence of your complaint, please let us know and we will agree a reasonable time for you to provide us with all your information.

It would really help us if you could clearly state:

- The reason for your comment or complaint
- Where and when it happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for



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- Your contact details (name, address, daytime telephone number and/or email)

The National Secretary will not, at this stage, be dealing personally with your request; however, his office will record and monitor all complaints to see they are dealt with promptly and in the appropriate manner.

What will happen next?

The National Secretary's office will acknowledge receipt within **2 working days**, detailing when you can expect a response. It will then be forwarded to the relevant officer/trustee, who will undertake a full investigation of your comments or concerns. We aim to send a full response to you within **10 working days** of receiving your complaint. If we are unable to do this we will contact you to explain the reasons for the delay.

If we have not had an opportunity to resolve the issues locally (as in stage 1), we will ask the local service officer/trustee to contact you before we carry out the full investigation

Stage 3 - What if I am still unhappy?

Contact the National Secretary's Office, within 10 working days of communication of the outcome of Stage 2. The National Secretary will review the investigation and your concerns, and respond to you within **7 working days** of receipt.

Stage 4 - If you still remain unhappy with the outcome of the investigation.

Please outline your points in writing, within 15 working days, to the Chairman of OFNC's Board of Trustees at the address outlined above. The Trustees will review the findings of the investigation. Since the members of our Board of Trustees are volunteers, your comment or complaint will be reviewed at the next possible Board of Trustees meeting. Their decision will be final.

Please note that in the event of a complaint being upheld against an individual member of staff/volunteer, it may become necessary for us to operate under internal processes such as our Disciplinary Policy that gives rise to confidentiality issues. In this event we may not be able to provide full details of any action that we have taken.



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Revisions:

Revision No.	Date	Changes	Notes	Date of next review
001	9 th Jan 2016	No changes	Discussed at NEC meeting	04 Oct 2016