

Complaints Policy

Introduction

Rainbow Trust interacts with wide range of people and organisations whilst conducting its services and we are committed to ensuring that those we interact with have a positive and enriching experience with us. We have appropriate measures in place to ensure we capture the feedback of all those we interact with, whether they are receiving a service from us, supporting us via fundraising activities, making donations or volunteering their time or services to Rainbow Trust.

However, we recognise that situations may arise in which an individual or organisation is dissatisfied with an interaction with Rainbow Trust and may wish to make a complaint.

In line with one of our organisational values, “Listen and Act”, we take all complaints seriously and we recognise and accept our responsibility to ensure that any complaint received is addressed via the complaints procedure outlined in this policy.

Purpose and scope

Rainbow Trust is committed to considering all complaints objectively, and to conducting a fair and effective procedure which respects and values the perspective of the complainant and seeks to provide a fast resolution which seeks to meet the needs of both parties.

We recognise that having a complaints procedure allows us to respond to any concerns raised in a timely and effective manner, increase confidence in our services, and provide information that may help us to improve the quality of the services we provide.

This policy applies to individuals (members of the public) or organisations who wish to comment on or complain about the performance of Rainbow Trust’s services, the handling of personal data in accordance with data protection rights or the conduct of its employees, volunteers, trustees or any other representative of Rainbow Trust.

This policy does not apply to employees or volunteers who may follow Rainbow Trust’s internal policies such as the Grievance Procedure or Whistleblowing Policy outlined in our Code of Conduct, should they wish to make a complaint.

Definition

A complaint is any expression of dissatisfaction about the services offered by Rainbow Trust or its staff, the handling of personal data, or the action or lack of action taken regarding operations, facilities or services provided by Rainbow Trust or a person acting on behalf of Rainbow Trust during the course of conducting business.

Procedure

We request that if an individual or organisation would like to make a complaint, that they do so in writing to the appropriate Complaints Lead as outlined in the table below, providing full details of the complaint and what outcome they are seeking.

Where it is unclear whether a communication received is a complaint, we will endeavour to confirm this with the sender. If a communication or comment received is anonymous, we may not be able to treat it as a complaint under this policy.

We take all complaints seriously and will record and report on complaints internally and externally if required.

We will acknowledge any complaint received within five working days and explain the process that will be followed to address it.

We will follow a thorough and fair investigation to establish the facts surrounding the complaint and we will attempt to provide a full, written response within 30 working days. Where this is not possible, we will notify the complainant of this in writing and advise a date by which a response will be received.

We will take steps to maintain the confidentiality of any personal information received as part of the complaint and will only disclose this to those who are involved in investigating or responding to the complaint, unless we are legally required to disclose this elsewhere.

The below table details who to address a complaint to:

TYPE OF COMPLAINT	COMPLAINTS LEAD	EMAIL ADDRESS
Complaints relating to Care Services	Head of Care Services	Kate.mcinnis@rainbowtrust.org.uk
Complaints relating to Fundraising and Engagement	Director of Fundraising & Engagement	Oonagh.goodman@rainbowtrust.org.uk
Complaints relating to HR & Volunteering	Gina Hudson	Gina.hudson@rainbowtrust.org.uk
Complaints relating to a member of the Senior Leadership Team	Zillah Bingley	Zillah.bingley@rainbowtrust.org.uk
Complaints relating to the handling of personal information or data protection concerns Please refer to our Privacy Policy for more information.	Data Protection Officer/ Director of Finance and Operations	Jayne.steele@rainbowtrust.org.uk

Complaints relating to the Chief Executive or Board of Trustees	Chairman of the Board	By post to the below address
Postal address for ALL Complaints	Rainbow Trust Children's Charity Cassini Court Randalls Way Leatherhead Surrey KT22 7TW	

Appeal process

If the complainant is dissatisfied with the response received, they may appeal the response in writing, provided they are able to satisfy one or more of the following criteria:

- They have new relevant information to present
- Rainbow Trust has failed to consider information submitted as part of the original complaint

Rainbow Trust will acknowledge receipt of an appeal within five working days and will aim to provide a response within 30 working days. Where this is not possible, we will notify the complainant of this in writing and advise a date by which a response will be received.

The outcome of the appeal will be considered final and there will be no further redress within Rainbow Trust.

If a complainant remains dissatisfied with the response received, they are entitled to address this externally. There are a number of statutory bodies that deal with complaints, such as, but not limited to,:

The Charity Commission:

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

The Fundraising Regulator

<http://www.fundraisingregulator.org.uk/make-a-complaint/complaints>

The Advertising Standards Authority

<https://www.asa.org.uk/>

The Information Commissioner's Office

www.ico.org.uk

The Care Quality Commission (CQC):

<https://www.cqc.org.uk/contact-us/how-complain/complain-about-service-or-provider>

Date Reviewed	February 2026
Reviewed By	SLT
Date of Equality Impact Assessment	February 2026
Date of Next Review	February 2028