

Registered with



FUNDRAISING  
REGULATOR

## About Us

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Unlocking Potential, Larcom House, 9 Larcom Street, London, SE17 1RX

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**Charity Registration:** 1163932

**Company no:** 09750864

**Registered office:** 66 Lincoln's Inn Fields, London, WC2A 3LH

[www.up.org.uk](http://www.up.org.uk)



Unlocking Potential



## Feedback & Complaints

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We are committed to giving our best to our children, young people and their families. We believe in working collaboratively and welcome and value all feedback from individuals and organisations, including any concerns or complaints, as this allows us the opportunity to learn and improve and have a greater impact to the lives of our service users.

## Feedback

We want to hear your compliments, comments and suggestions. Your opinions will always be valued and will be used internally to improve how we run our services and to provide feedback to our team. To let us know how we are doing please email: [info@up.org.uk](mailto:info@up.org.uk)

## Informal Concerns

If you have a small concern that you wish to make us aware of or a suggestion of how we could improve, you can do this informally by:

- [Contacting the manager of the service](#)
- Emailing: [info@up.org.uk](mailto:info@up.org.uk)

We will aim to resolve any concern brought to us promptly and sensitively, but if you are not satisfied with our response, you may wish to raise your concern by following the formal complaint process set out below.

## Formal Concerns

### Stage 1

If you are dissatisfied by any aspect of UP or our work and your concern is unable to be resolved informally, you have the option of raising this formally by completing our Complaints Form within 3 months. We will:

- Acknowledge receipt of your complaint within 5 working days
- Carry out a thorough investigation of your complaint and aim to respond to you in writing within 15 working days. Where this is not possible, we will always notify you of this and when you can expect to receive a response.

### Stage 2 (appeal)

If you are not happy with our response to your complaint, you can raise an appeal within one month. An appeal would usually be raised if:

- You have new information to present
- We have failed to adequately consider information you have provided
- Our response was unreasonable

We will acknowledge your appeal within **5 working days** and an appropriate Director will review your appeal. We will respond to you within **30 working days** with our final response.



## Our Promise

- Raising a concern or a complaint will never affect your relationship with us or stop you receiving our services
- Your concerns will always be handled sensitively and by an appropriate member of staff
- Concerns and complaints will be treated confidentially, and information will be shared on a need to know basis only
- We will take anonymous complaints seriously and, while we will be unable to respond directly in these instances we will investigate and take any appropriate action

## Further Information

- We follow the Code of Fundraising Practice, complaints regarding UP's fundraising activity can be made to: <https://www.fundraisingregulator.org.uk/complaints>
- Complaints against a member of the senior leadership team will be investigated by the CEO. Complaints about the CEO will be reviewed by one of our Trustees
- In the event that you remain dissatisfied with the response you have received, you are entitled to take your concerns to a relevant statutory body such as the Charity Commission: <https://www.gov.uk/complain-about-charity>
- If you would like help making a complaint, a member of our team will be able to assist you. You could also ask a friend or family member, or a professional advocate to support you
- If you would prefer to raise your complaint verbally, please contact us on: **020 3405 7860**