

# Complaints and Whistleblowing Procedure

Reading Family Aid aims to provide a professional service. We believe we achieve this most of the time but if we are not getting it right please let us know. We appreciate feedback, good or bad.

If you are unhappy about any of the organisation's services, please e-mail the Secretary. In the header, please write "FAO Secretary - private and confidential" and send to [info@readingfamilyaid.org](mailto:info@readingfamilyaid.org).

If you are unhappy with an individual in our organisation sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then again, please e-mail the Secretary as above.

If the Secretary is the person you are complaining about, please address your concerns to the Chair by e-mail. In the header please write FAO Chair - private and confidential and send to [info@readingfamilyaid.org](mailto:info@readingfamilyaid.org).

## Appeal

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, where further steps to resolve the situation will be decided.

Please bear in mind that our organisation is completely volunteer-led however we will endeavour to provide an initial response within five working days and a full response within ten working days after the date of that response.

## Whistleblowing:

If you have a whistleblowing concern please e-mail the Secretary. In the header please write "FAO Secretary - private and confidential" and send to [info@readingfamilyaid.org](mailto:info@readingfamilyaid.org). The Secretary will investigate the matter and discuss as appropriate with Trustees.

If you feel that the issue cannot be resolved internally and believe that it could seriously harm you can report the matter to the Charity Commission, [whistleblowing@charitycommission.gov.uk](mailto:whistleblowing@charitycommission.gov.uk)

Serious harm includes:

- To the people a charity helps
- To the charity's volunteers
- To services the charity provides
- To the charity's assets e.g. its finances
- To the charity's reputation

Examples of serious harm include:

- if someone's health or safety is in danger, for example if a charity does not use its safeguarding policy

- a criminal offence, for example theft, fraud or financial mismanagement
- if a charity uses its activities as a platform for extremist views or materials
- loss of charity funds, for example when a charity loses more than 20% of its income or more than £25,000
- if the charity does not meet its legal obligations, for example if someone uses a charity for significant personal advantage

You should also tell:

- [the police](#) about a crime or if you're worried someone's safety
- HMRC if you have concerns about tax, like [money laundering](#) or [tax evasion](#)
- [Action Fraud](#) if you suspect fraud
- the police if you [suspect terrorist activity](#)