

1 Procedure

- 1.1 The Aster Foundation aims to provide a good standard of service to our beneficiaries, fundraisers and supporters. If we fail to do this we want to know about it. Letting us know means we can deal with the specific problem and also make sure it does not happen again.
- 1.2 We will treat everyone fairly and honestly. We will always ensure that we carry out any reasonable adjustments to the complaints process for anyone that require us to do so.
- 1.3 You can send us a complaint in one of the following ways:
 1. Email us at AsterFoundation@Aster.co.uk
 2. Letter to Aster Foundation, Horton Avenue, Devizes, Wiltshire SN12
- 1.4 We will accept a complaint from a third party acting on their behalf provided the complainant has personally requested the third party to act on their behalf, or the third party has the legal right to act on behalf of the customer.
- 1.5 We will acknowledge and log your complaint within 5 working days of receiving it. In line with the Aster Complaints Policy, there are two stages to our formal complaints process, each with clear time scales:

Stage 1

A written response will be given within 10 working days from logging your complaint from a member of the Aster Foundation team.

If this is not possible, a clear explanation for the reasons will be given, and a timeframe for response will be given (not exceeding a further 10 days).

Stage 2

If you remain dissatisfied from the outcome of stage 1, you will be offered the opportunity to escalate the complaint to stage 2. This must be made within 30 days of the stage 1 response.

A written response will be given within 20 working days from the escalation request being received. This response will be from the Assistant Director or the Director of the Aster Foundation.

If this is not possible, a clear explanation for the reasons will be given, and a timeframe for response will be given (not exceeding a further 20 days).

- 1.6 As well as taking action to resolve individual complaints, we also review all serious complaints at Trustee Board level on a quarterly basis. This helps us to find the root causes and address them strategically.

- 1.7 If you are not satisfied that the internal process has resolved your complaint, then you can contact the relevant regulatory bodies such as the Charity Commission or the Fundraising Regulator within 2 months of receiving our response.
- 1.8 You can contact the Fundraising Regulator via their [website](#), or call them on 0300 999 3407. They will then advise you on the next steps to resolving your complaint.
- 1.9 You can contact the Charity Commission via their [website](#).

2 Roles and Responsibilities

- 2.1 The Aster Charities and Enterprise Director is responsible for this procedure and ultimately responsible for decision making.
- 2.2 Stage one complaints are the responsibility of all colleagues in the Aster Foundation.
- 2.3 Stage two complaints are the responsibility of the Assistant Director, or Director of the Aster Foundation.

3 Related Documents

- 3.1 Aster Complaints Policy

4 Governance			
Effective From:	14/10/2024	Expires:	14/10/2027
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