



MAKING A COMPLAINT

At Strides, We Believe In:

- **Respect:** We listen to and support people through mutually positive relationships; and
- **Fairness:** We believe everyone has the right to a richer and fuller life within society

However, we understand there may be times when our efforts fall short and when this happens we want to know so we can address your concerns as quickly as possible, to put things right and make any necessary improvements.

Our policy is to:

- provide a transparent complaints procedure which is clear and easy to use;
- make sure that all staff at Strides know what to do if a complaint is received;
- make sure all complaints are investigated fairly and in a timely manner;
- make sure that complaints are, wherever possible, resolved and that relationships are repaired;
- gather information which helps us to improve what we do; and
- provide an annual review to the Board of Trustees so that they can assess Strides' overall performance.

We define a complaint as "a reasonable expression of dissatisfaction, whether justified or not, about any aspect of Strides".

Feedback and complaints which we cannot consider

We cannot consider nor investigate complaints about other organisations. You will need to complain directly to these organisations so that your concerns can be investigated under their own complaints procedures.

This policy does not cover complaints from staff, who should use the Strides' grievance policy or whistleblowing policy.

Your personal information

If you use our complaints procedure, you are agreeing that we can use your personal information for purposes connected with your complaint. We may need to share your personal information and details of your complaint to enable us to investigate your concerns and deal with it appropriately.

Our complaints procedure

The quickest way to get a response is to contact somethingisnotright@strides.org.uk but will consider a complaint verbally, by phone, by email or in writing. There is also our contact us page.

Complaints in writing should be made to:

Strides
The Foundry
17 Oval Way
London
SE11 5RR

If you feel it would be helpful, please send us any materials which support your complaint.

Additionally, it would be helpful for us to understand what outcome(s) you are seeking so that we can factor this

into any potential resolution.

Once we have received your complaint we will investigate it internally. If your complaint involves a third party, we will speak to them to gather any information to understand the situation more fully. Where contact details have been provided, we will acknowledge receipt of your complaint and endeavour to reply within 10 working days to let you know the outcome.

We aim to resolve your complaint at your first contact with us and at the most within 30 working days.

If you remain unsatisfied after you have exhausted our complaints procedure:

For fundraising complaints: The Fundraising Regulator

Strides is registered with the Fundraising Regulator (the independent regulator of charitable fundraising) and is committed to following the Fundraising Code of Practice.

If, after 30 days, you have not received a response from Strides, or our response does not satisfy you, you can contact the Fundraising Regulator within two months of the date of your complaint:

- via their website: [complete the online complaints form](#)
- in writing: Fundraising Regulator, Eagle House 167 City Road London, EC1V 1AW
- by telephone: 0300 999 3407
- email: admin@fundraisingregulator.org.uk

For complaints about Strides' accommodation and residential services

The Housing Ombudsman Service is available if you reside with us and Stride's you are not satisfied with Strides response under the complaints procedure. They deal with the following housing issues:

- property condition and repairs
- charges and estate management
- complaint handling
- antisocial behaviour affecting you in your home

You can reach the Housing Ombudsman:

- via their website: [Housing Ombudsman Service](#)
- via a webchat feature on the same website
- in writing: Housing Ombudsman Service, PO Box 1484, Unit D, Preston, PR2 0ET.
- by telephone: 0300 111 300 (Monday-Wednesday 09:00-17:00; Thursday 09:30-15:00).

For all other complaints: The Charity Commission

The Charity Commission regulates charities registered in England and Wales. They make sure that charities are accountable, well-run and meet their legal obligations. You can contact them:

- via their website: [complete the online complaints form](#)
- in writing: The Charity Commission, PO Box 211, Bootle, L20 7YX
- by telephone: 0300 066 9197 (Monday to Friday 09:00-17:00)