

## COMPLAINTS POLICY

### Sunray for Children

Charity number: **1201206**

Registered address:  
71–75 Shelton Street  
Covent Garden  
London  
WC2H 9JQ  
United Kingdom

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### Purpose

Sunray for Children is committed to providing supportive and respectful services to families. The organisation recognises that occasionally concerns or complaints may arise and aims to address them fairly, transparently and promptly.

This policy ensures that any complaint is handled appropriately and used as an opportunity to improve the organisation's services.

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### Scope

This policy applies to:

- individuals receiving support from the organisation
  - volunteers
  - partners or community members interacting with the organisation
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### How to Make a Complaint

Complaints can be submitted through:

- email
- telephone
- written communication

The complaint should include:

- the name of the person making the complaint
  - a description of the concern
  - any relevant dates or details
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### Complaint Procedure

Upon receiving a complaint the organisation will:

1. acknowledge receipt of the complaint
2. review the concern raised
3. gather relevant information if necessary
4. provide a response within a reasonable timeframe

Where appropriate, the organisation will take steps to resolve the issue and improve its practices.

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## Confidentiality

All complaints will be handled confidentially and information will only be shared with individuals involved in resolving the matter.

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## Learning and Improvement

Sunray for Children uses feedback and complaints to improve services and ensure the organisation remains accountable and transparent.

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## Policy Review

This policy will be reviewed regularly to ensure it remains effective.

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## Approved by:

Dagmar Szabo  
Chair

Signature:  \_\_\_\_\_

Date: 10.01.2023

Review date: 10.01.2027