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| **A bird with a skull on it  Description automatically generated** | **Shannon Moore Trauma Trust**  **Commenting on our Charity:**  **a procedure about how to**  **share a compliment**  **or raise a complaint** |

**The Shannon Moore Trauma Trust aims to act within its Charity purposes and be respectful and open and honest in all its contacts with grant applicants. We welcome feedback and aim to learn from any compliments, concerns or complaints that we receive.**

Any one adult, child or young person seeking to access a grant from the Shannon Moore Trauma Trust has equal right to give the Charity a compliment, to raise a concern or to make a complaint. Any professional in contact with the Charity in relation to a grant application also has the right to give a compliment, to raise a concern or to make a complaint.

* A **compliment** lets us know when we have done something well
* A **concern** is a worry or doubt that you would like a swift, informal response to.
* A **complaint** is an expression of dissatisfaction about actions taken, or lack of actions, that requires a formal response.

**Compliments:**

Compliments or testimonials may with the giver’s consent, be added confidentially to our website.

**Concerns:**

Concerns or complaints will be managed with respect and confidentiality. Data related to the concern or complaint will be protected in line with our privacy policy.

Please initially let us know of your compliment or concern via email using our central inbox: [office@traumatrust.co.uk](mailto:office@traumatrust.co.uk) or in writing via our PO Box address: SM Trauma Trust

PO Box 5623, BRIGHTON, BN50 8YF

You can also leave a comment via the Get In Touch section of our website: [Get in touch](https://shannon-moore.staginghub.co.uk/get-in-touch/). Comments left here will go securely to our Charity Administrator who will pass them onto one of the Charity Trustees

Your comment will then be passed to someone in one of our Trustees for a response within 5 working days, from the date we received your communication. Our Charity Administrator will make contact with you in writing via email or post or by telephone to let you know we have received your communication and to let you know when you can expect to receive a fuller response.

We would very much like the opportunity to resolve your concern at the earliest possible opportunity and encourage you to raise a concern in order that we can understand the nature of your worry and hopefully reassure you or resolve the concerns swiftly

**Complaints:**

If this either does not feel satisfactory to you or if you feel your concern has not been sufficiently resolved and you therefore wish to make a formal complaint, you can do this by putting your complaint in writing via email using our central inbox: [office@traumatrust.co.uk](mailto:office@traumatrust.co.uk) or by writing to our PO Box address: SM Trauma Trust

PO Box 5623, BRIGHTON, BN50 8YF.

Our Charity Administrator will make contact with you in writing via email or post or by telephone to let you know we have received your complaint and to let you know when you can expect to receive a fuller response.

Formal complaints will be investigated by the Charity Chair of Trustees and a formal response will be provided within 25 working days from the date your complaint was received.

The investigation is likely to involve speaking with the you, speaking with any employed members of staff who have been involved, talking with other Trustees who may have been involved and reading any relevant data we hold about you.

We hope that in most cases, an explanation or an apology following the investigation may resolve the matter.

**If you remain dissatisfied**

If you remain dissatisfied after the conclusion of the stage one investigation you will be invited to respond in writing within 14 days to let us know this. The next steps available to you will depend on the nature of your concern. For example:

* If your concerns about ***fundraising***, you can contact the Fundraising Regulator here: <https://www.fundraisingregulator.org.uk/complaints>
* If your concerns about ***advertising***, you can contact the Advertising Standards Agency here: <https://www.asa.org.uk/make-a-complaint.html>
* If your concern about the SMTT is that ***we are causing harm***, losing lots of money; not doing what we say we do or other serious matters that may be illegal, you can contact the Charity Commission here: <https://forms.charitycommission.gov.uk/raising-concerns/>
* If you suspect legal activity, you can also call 101 and report the charity to the police.