

APPENDIX 1

COMPLAINTS PROCEDURE FLOWCHART

Original complaint



Stage 1

Informal Resolution

Complainant raises the issue with the Complaints Coordinator.

If the complaint involves a safeguarding concern, the Complaints Coordinator will immediately refer the matter to the Safeguarding Lead.

If the complaint involves serious concerns, it will be escalated directly to the Chief Executive and Chair of Trustees.

⇒ Complaint resolved or formal process initiated



Stage 2

Formal Written Complaint

If the complainant remains dissatisfied after Stage 1, they may write to the charity to complete a Complaints Form and submit it to the Chief Executive. The complaint will be formally investigated.

⇒ Complaint resolved



Stage 3

Appeal process – your complaint is referred to the Chief Executive or the Chair of Trustees

If dissatisfied with the Stage 2 outcome, the complainant may write to the Chief Executive or Chair of Trustees requesting a review of the investigation.

⇒ Complaint resolved



Stage 4

Complaint referred to an independent Arbitrator

If still dissatisfied after Stage 3, the complainant may request an independent Arbitrator to review the complaint and prior investigations.

APPENDIX 2

COMPLAINTS FORM

Please refer to our Complaints Policy, which explains how your formal complaint will be handled and our Privacy Policy for information on how your data will be used [<https://www.roalddahlcharity.org/legal/#/privacy-policy/>].

Please note, if your complaint involves a safeguarding issue, anonymity cannot be requested, and your identity may need to be disclosed.

Date:	
Your name in full:	
Nature of contact with Roald Dahl's Marvellous Children's Charity:	
The address at which we can contact you about your complaint Please let us know if your address changes whilst your complaint is being considered	
Telephone Number:	
E-mail address:	
How would complainant prefer to be contacted:	

About your complaint

Please provide as much information about your case as you can – this may help speed up the process. Please continue on a separate sheet if necessary and attach evidence you have to support your case.

What action have you already taken to attempt to resolve your complaint?



What response have you received and from whom?

What is it about the response that is not satisfactory?

Please say what outcome you would wish your formal complaint to achieve. Please note that the Charity has a no monetary compensation policy.

Signature & Date

Please send this form to:

Chief Executive
Roald Dahl's Marvellous Children's Charity
17, Chiltern Business Centre
63-65 Woodside Road
Amersham
Buckinghamshire
HP6 6AA

APPENDIX 3

COMPLAINTS MANAGEMENT LOG

This Complaint Management Log is a central record of all formal complaints received by Roald Dahl's Marvellous Children's Charity. Its purpose is to ensure consistent, transparent, and timely handling of complaints in line with our Complaints Policy and Procedure.

The log must be completed and updated by the Complaints Coordinator. Serious or unresolved complaints must be flagged for escalation in accordance with the policy.

Date and Time Received	When the complaint was first received	
Complaint Reference	Use the complainant's initials followed by their Beacon ID (e.g., J-LS00025). If the complaint is anonymous, generate a unique six-digit reference code	
Contact Details of Complainant	Only if known and with consent	
Summary of Complaint	A brief objective description of the issue	
Category	Helps group complaints (e.g., staff conduct, fundraising practice, safeguarding)	
Priority	Assign based on urgency or potential risk (e.g., High if safeguarding/legal/regulatory issue)	
Assigned To	Who is responsible for managing the complaint	
Acknowledged (Y/N)	Indicates if the complaint was formally acknowledged (within policy timeframe)	
Resolution Action Taken	Summary of what was done to resolve the issue	
Date and Time Resolved	For tracking timeliness	
Escalated to Trustees (Y/N)	Use this to flag serious or reportable matters	
Outcome of Investigation	State the conclusion (e.g. complaint upheld, partially upheld, not upheld) and a summary of the rationale.	
Notes/Lessons Learned	Captures how the issue will inform improvement	

The Chief Executive has overall responsibility for ensuring the log is properly maintained.