



1. Purpose

As the providers of the Trusted Charity Standard service on behalf of the National Council of Voluntary Organisations (NCVO), The Growth Company is committed to providing a customer focused, consistent and credible service. As such we are committed to listening and responding to our customers, Practitioners (i.e. assessors and mentors), the public and our partners.

We want to continually improve the service we provide and give all of those we deal with the opportunity to express satisfaction, improvement ideas or dissatisfaction surrounding our services, policies and processes.

2. Compliments

Compliments arise when a customer or partner provides feedback about how we have delivered a positive service and/or exceeded expectations.

We will log compliments and share them with the Practitioners, Delivery Network Manager and Head of Service. We will use compliments as an opportunity to celebrate good practice and provide case studies that show how the Trusted Charity Standard adds value. We will also gather compliments from our client satisfaction questionnaires, related reports, or other feedback sent to the organisation.

3. Comments

Comments arise when a customer, partner, or Practitioner provides a suggestion, or offers an idea on how we can improve our service delivery.

Practitioners will share comments they have on the Trusted Charity service with their Verifier, either at meetings or as soon as possible if the matter is more urgent. Verifiers will share all comments with the Head of Service who will respond to comments made.

We hold regular meetings with Trusted Charity Standard stakeholders, including NCVO and Welsh Council for Voluntary Action. We will record the outcomes of these meetings with responses to the points raised.

Informally, we will respond to other comments from Practitioners and other partners within two working days and share them with relevant members of the Trusted Charity service delivery team. We will use these comments as an opportunity to improve the service.

We will log comments sent by customers on their file, supplying a written response when required within two working days. At times this may be a holding response to enable reflection or the gathering of further information.

The Head of Service will review Customer Satisfaction Questionnaire data for comments which may help to improve the service.

4. Complaints

Complaints are an expression of dissatisfaction about the service or a person which are made in writing (including email) and require further investigation. Complaints may be raised by customers, the public or partners.

We will log all complaints which are raised in writing by a customer, member of the public or a partner organisation. We will keep a central log of all complaints for the verifier team and Impartiality Committee – a committee that is independent to The Growth Company with oversight of our quality standard assessment services.

The central log will record the organisation, the complainant's name, their role, the date received, the nature and substance of the complaint, when it was responded to, the investigation (if required), the outcome, and the complainant response if provided.

If it is possible to apply a quick fix to resolve the complaint, such as sending a document which had not been received, every attempt will be made to address this within two working days of the complaint's receipt.

We will explain our reasoning if we believe a complaint is out of scope.

Where the complaint is complex (for example, it concerns the competence of the Practitioner), we will acknowledge receipt within two working days. Contained within our reply will be basic details of how we will investigate the complaint. We will aim to respond to more complex complaints within 10 working days, to provide time for investigation. The Head of Service manages more complex cases.

4.1. Appeals

The assessment process includes a robust verification process, and all reports are moderated by a member of the verifier team before being issued. There is no appeals procedure against the assessment decision for Trusted Charity Standard assessments. The complaints process must be used to express concerns.

5. Contact Details

Compliments, comments and complaints can be sent to The Growth Company as follows:

- Email: TrustedStandard@growthco.uk
- Phone: 01423 531133
- Post: Trusted Charity Standard
Growth Company
Lee House
90 Great Bridgewater Street
Manchester
M1 5JW