

COMPLAINTS POLICY

v1.0 (last updated Jun-25)

Our Commitment

At Sunshine Coast Breastfeeding Support, we aim to offer a safe, supportive, and inclusive space for all who engage with our services. We are committed to high standards and take concerns seriously. If you feel something hasn't gone as it should, we encourage you to let us know. Complaints help us to learn, improve, and maintain trust with the people we support.

Making a Suggestion

We welcome suggestions as a positive way to improve our services and activities. Sometimes people may feel more comfortable offering a suggestion rather than raising a formal complaint. Suggestions can be made by speaking directly to a trustee, by emailing us, or by completing the contact form available on our website. All suggestions will be considered and, where appropriate, may help inform future improvements.

What is a Complaint?

If a suggestion has not resolved the issue, or if you feel your concern requires a formal complaint, please follow the complaints procedure outlined below. We are committed to handling complaints promptly, fairly, and transparently. All complaints are taken seriously and any feedback gained through the process helps us to improve and strengthen the services we provide. Complaints will be treated confidentially.

Who Can Make a Complaint?

Anyone who has had contact with our charity, whether as a service user, volunteer, supporter, or member of the public, can raise a complaint.

How to Raise a Complaint

You can make a complaint in writing by email. Please include as much detail as possible, including the nature of the issue, dates or locations involved, and any people or services connected to the concern.

Email: info@sunshinecoastbreastfeedingsupport.com

If you're not comfortable putting your complaint in writing, we can arrange a phone or in-person conversation with a designated trustee.

How We Handle Complaints

We aim to acknowledge complaints within 5 working days. A trustee (or a designated person not involved in the issue) will review the complaint and may contact you for more information. We aim to respond in full within 28 working days, though more complex matters may take longer. If so, we'll keep you updated.

What Happens Next?

We'll explain the outcome of our review and any actions we're taking as a result. If you are not satisfied with our response, you may ask for the complaint to be reviewed by another trustee or by the full board, depending on the nature of the issue.

Confidentiality and Fairness

All complaints will be handled with sensitivity, fairness, and respect for confidentiality. We are committed to a non-retaliatory approach, raising a concern will not affect the support you receive from us.

Learning and Improvement

We see complaints as a valuable opportunity to learn and make positive changes. Where appropriate, feedback from complaints may guide staff or volunteer training, inform policy reviews, or help us improve our communication and services.

External Escalation

If your complaint relates to a serious matter and you remain dissatisfied after internal review, you can contact the Charity Commission for England and Wales. Information is available at: <https://www.gov.uk/complain-about-charity>.

Fundraising Complaint

We promise to be honest, fair, and transparent about the charity's funding. Our charity is registered with the Fundraising Regulator and commits to fundraising responsibly and ethically. We take this responsibility very seriously.

If you believe we are not meeting these high standards, please let us know. If you feel your complaint has not been resolved to your satisfaction, you have the right to escalate the matter to the Fundraising Regulator.

Data Protection Complaint

We handle all personal information in line with our Privacy Policy and in accordance with data protection legislation, including the UK General Data Protection Regulation (UK GDPR). Any personal data provided as part of a complaint will be used solely for investigating and responding to the issue raised.

If you have concerns about how your personal data is being used, or if you wish to exercise any of your rights under data protection law (such as access, rectification, or erasure), please contact us directly.

If you are not satisfied with our response, or believe your data is being processed unlawfully, you have the right to raise a concern with the Information Commissioner's Office (ICO) at www.ico.org.uk. Our charity is registered with the ICO and takes its responsibilities around data protection seriously.

Changes to This Policy

We may update this policy from time to time to reflect changes in the law or our practices. The latest version will always be published on our website and dated clearly at the top of the page.

How to Get in Touch With Us

If you have any questions about this Policy or how we handle your data, please contact us by email at info@sunshinecoastbreastfeedingsupport.com.