



The KEYS Project
124 City Road, London, EC1V 2NX
UK Registered Charity No: 1154263

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info@thekeysproject.org 
thekeysproject.org 

COMPLAINTS POLICY

Responsible officer:	Laura Waters – Operations Director
Trustee Approval date:	18/04/2023
Appointed Trustees:	Keron Fletcher – Chair of Trustees
Date Reviewed	18/03/2025
Review due date:	18/03/2026



Laura Waters
Operations Manager
Date: 18/03/2025



Keron Fletcher
Chair of Trustees
Date: 18/03/2025

Introduction

We always aim to provide a high standard of service in all our KEYS Centres. Our beneficiaries' views are important to us and help to ensure our project is consistently meeting people's needs. If you are unhappy with any of our support, it is important that you let us know.

If a complaint alerts us to possible abuse or neglect, we will follow our Safeguarding Policy. Where appropriate the local safeguarding team in the locality the complaint relates to will decide how to investigate and monitor outcomes.

Responsibility

Every KEYS Centre is run by a trained Centre Coordinator, who is responsible for the daily running of activities and management of volunteers. The Centre Coordinator is accountable to both the KEYS Project's management and the partner church/organisation's leadership. Based upon the nature and details of the complaint, the partner organisations or church may deem it appropriate to jointly investigate the complaint or to also undertake their own investigation separately.

You will be informed as to how the complaint is being handled and will be given a point of contact for your complaint. Responsibility for the smooth running of The KEYS Project lies with the Chief Executive and the Operations Director. The charity is also overseen by a Board of Trustees. The KEYS Project trustees have overall responsibility for all complaints.

We will provide as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help.

Making a suggestion

Often people feel more comfortable about suggesting improvements rather than complaining formally. Anyone receiving services, and their friends/ family, may make a suggestion. You should first speak to the Centre Coordinator or Church leader of the KEYS Centre you are connected with. If the suggestion is something that The KEYS Project as a charity needs to consider, you can send it to:

Administrator
The KEYS Project
124 City Road
London
EC1V 2NX
Or email : info@thekeysproject.org

We encourage open and honest communication and in the first instance, please feel free to voice any concern about The KEYS Project with the Centre Coordinator or Head Office team.

If you feel your concern has not been adequately addressed, you can make a formal complaint.

Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

The KEYS Project assures clients and their families that it will not withdraw or reduce services because someone makes a complaint in good faith.

Who can complain?

Anyone affected by the way The KEYS Project provides services can make a complaint.

A representative may complain on behalf of the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf.
- If you are not happy about making a complaint yourself, and you do not know someone who can talk or write to us on your behalf, we will be happy to find someone from an independent organisation to act as an advocate for you.

How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff
- through an advocate or representative
- by letter
- by email.

Please send any letter of complaint to:

Administrator
The KEYS Project
124 City Road
London
EC1V 2NX

Or email: complaints@thekeysproject.org

The written complaint should include:

- **Details of the Complainant:** Full name, contact information (e.g., phone number, email, address)
- **Description of the Issue:** A clear and concise explanation of the problem, including key facts like dates, times, and locations where the issue occurred.
- **Relevant Documentation:** Any supporting evidence, such as photographs, email or other correspondence, that helps clarify the situation.
- **Desired Outcome:** A statement of what you hope to achieve as a resolution
- **Timeline of Events:** A chronological account of what has happened so far, including any previous attempts to resolve the matter.

Anonymous Complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

How we handle complaints

The trustees may ask one of the management team to investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint. We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints resolved within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to meet with you to discuss the outcome, and write to you with:

- details of the findings
- any action we have taken;
- and our proposals to resolve your complaint.

As we are a National Charity and cover many areas in the UK, we may arrange to meet you remotely via video call.

Time limits

You should make your complaint as soon as you can after the date on which the event occurred or came to your attention. If you make a complaint more than twelve months later, we may not be able to investigate properly.

However, we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

Further Steps

At any stage during the process, if you are not happy with the way your complaint is being dealt with, you can contact the Chief Executive Officer, Dr. Steve Smith at stevesmith@thekeysproject.org.

If you are not happy with the outcome of your complaint, you can refer your complaint directly to the Board of Trustees: keronfletcher@thekeysproject.org

They will consider your appeal against the outcome and will make a final decision unless your complaint falls within the following areas or other regulated activity which may require external review such as: <https://forms.charitycommission.gov.uk/raising-concerns/>

- Criminal Activity – Police
- Serious Complaint - Charity Commission
- Safeguarding – Local Authority Safeguarding Team
- Fundraising – Fundraising Regulator <https://www.fundraisingregulator.org.uk>
- Advertising Complaints – Fundraising preference service For more information about how to make a complaint about a charity, please go to: <https://www.gov.uk/complain-about-charity>

For trustees, auditors, volunteers and employees of The KEYS Project who may wish to make a complaint, please also see The KEYS Project whistleblowing policy and follow the relevant advice on <https://www.gov.uk/complain-about-charity>.

GDPR – all information about complaints and correspondence will be handled, stored, and dealt with in line with our Data Protection Policy.