

Hands On Payroll Giving Complaints Procedure

This document details how individuals, businesses and charities can make a complaint about Hands On Payroll Giving's service. We are committed to providing a high-quality legal service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Complaints about our fundraising

If you have concerns about how one of our team members is promoting the concept of Payroll Giving, or any charity we represent, please get in touch with our Head Office via the contact details below. We will investigate any concern raised about our team within 48 working hours and will come back to the complainant with a written (emailed) response. If additional action is required we will detail this in the response and aim to resolve the issue within two weeks.

If a complaint is raised with us about how we are fundraising for a specific charity, or how we are representing a specific charity, we will notify the charity concerned within 48 working hours and take adequate steps to review the complaint and agree a suitable course of action to prevent any further complaints being raised.

If you are not happy with our response, or feel we need further monitoring please see below details about how to complain to our regulatory body, the Association of Payroll Giving Organisations.

Complaints about our service to charity clients

If you have concerns about around our contractual services and obligations to a charity please get in touch with our Head Office via the contact details below. We investigate any concern raised within 48 working hours and will come back to the complainant with a written (emailed) response. If additional action is required we will detail this in the response and aim to resolve the issue within two weeks. Where applicable contractual obligations will be reviewed and updated.

If you are not happy with our response, or feel we need further monitoring please see below details about how to complain to our regulatory body, the Association of Payroll Giving Organisations.

Complaints about our services to corporate clients

If you have concerns about around our services and obligations to corporate clients please get in touch with our Head Office via the contact details below. We investigate any concern raised within 48 working hours and will come back to the complainant with a full written (emailed) response. If additional action is required we will detail this in the response and aim to resolve the issue within

two weeks. Where applicable, agreed obligations will be reviewed and updated with Key Point Indicators introduced.

If you are not happy with our response, or feel we need further monitoring please see below details about how to complain to our regulatory body, the Association of Payroll Giving Organisations.

Complaints to our regulatory body; the Association of Payroll Giving Organisations (APGO)

Should any employer / charity / member of the public have a complaint about our conduct (that cannot be resolved directly our Company Directors), the following steps can be taken:

- Email details of complaint to chair@apgo.org.uk, including details of the APGO member the party feels is in breach of the APGO Code of Conduct, when and where the breach occurred and include a named individual if applicable
- An APGO representative (from an organisation not connected to that which the complaint references) will reply to the email within five working days to advise a timeframe of the investigation
- Investigation to be undertaken by the APGO Chair and two APGO member representatives to judge if the APGO member is in breach of the Code of Conduct within three weeks of the complaint being filed
- The outcome of the APGO investigation could result in a “fine” of between £200 and £2000 payable to APGO, depending on the seriousness of the offence. The decision of the Chair and investigating panel will be final
- The outcome of the investigation will be shared with the complainant
- APGO members found to be in breach of the Code of Conduct more than three times will have APGO membership revoked

