

## **COMPLAINTS POLICY AND PROCEDURE | Red Kite Enterprises Ltd**

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Red Kite Enterprises Ltd is a consultancy specialising in business planning, fundraising, workshop facilitation and stage and production management.

Red Kite is committed to providing high-quality services. We value feedback and treat complaints as an opportunity to improve. We strive to resolve issues promptly, fairly, and confidentially.

### **How to Make a Complaint**

Complaints can be made by customers, stakeholders, or clients.

- **Via Email** to Director Jennifer Pattison: [jennifer@redkite.red](mailto:jennifer@redkite.red)
- **Via Phone:** 07943 031115
- **Via Post** to our registered address: 1 Smithy Road, Ingoldisthorpe, King's Lynn, Norfolk. PE31 6PA

Please provide as much detail as possible, including the date of the incident and the nature of complaint.

### **Complaints Procedure**

#### **Stage 1: Informal Resolution**

Many concerns can be resolved quickly. Initial complaints should be addressed to Jennifer Pattison who will try to resolve the issue within 5 working days.

#### **Stage 2: Formal Complaint**

If not satisfied with the informal response, you may escalate the complaint.

1. **Acknowledgment:** We will acknowledge your formal complaint within 5 working days.
2. **Investigation:** An alternative senior staff member will investigate the matter.
3. **Response:** We aim to provide a final response within 15 working days. If a full response cannot be given, a holding letter will explain the delay.

#### **Stage 3: Escalation/Appeal**

If you remain dissatisfied, you may appeal. This will be reviewed by one of the Company Directors who will provide a final decision.

### **4. External Redress**

If, after following our internal procedure, you are still unhappy, you may contact the following for a complaint about our services:

- The Fundraising Regulator: <https://www.fundraisingregulator.org.uk/service/complaints-about-fundraising/how-we-deal-with-complaints>
- The Chartered Institute of Fundraising: <https://ciof.org.uk/>

If you have any concerns about our use of your personal information, you can make a complaint to the ICO if you are unhappy with how we have used your data. The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

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