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**LimbPower**  
**Procedure = Complaints**

**No: LPHR05**  
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## **Complaints Procedure**

The charitable work LimbPower carries out for adults and children with limb loss and limb difference and the activities we undertake to raise income enables us to engage with thousands of people every year, including beneficiaries, donors, and volunteers. LimbPower is a small team, with three members of staff working part-time. Due to our limited capacity and resources and the scale of our activities, we do not always have the time to help everyone we would like to, and we recognise that despite our dedication and work ethic we may sometimes fall short of the standards we set for our activities and resources. If you are not satisfied with the service that you have received from LimbPower we would like to hear from you.

### **How to make a complaint**

LimbPower see legitimate complaints as a positive tool for improving our customer service and the services and resources we offer the community. If you are unhappy with any of the services, you have received from LimbPower please tell us straight away. If we are not aware of a problem, we cannot resolve it for you or take the necessary steps to ensure it does not happen again.

All formal complaints are passed to the Chief Executive Officer to ensure they receive the highest priority.

### **Safeguarding Concerns**

If your complaint involves the safety or wellbeing of a child or vulnerable adult, it will be treated as a safeguarding concern. LimbPower will follow its Safeguarding Policy, which may include sharing relevant information with appropriate external agencies such as social

services or the police. Safeguarding issues will be prioritised and handled sensitively, ensuring confidentiality is maintained wherever possible while fulfilling our legal and moral obligations to protect individuals from harm.

## **How to contact the Chief Executive Officer**

You can reach the Chief Executive on the following number 07968 760001 or you can email [kiera@limbpower.com](mailto:kiera@limbpower.com) . You can also write to us at:

Kiera Roche  
CEO  
LimbPower  
Whitecroft  
Tandridge Lane  
Lingfield  
Surrey  
RH7 6LL

## **What LimbPower will do when we receive a complaint**

1. We will listen to you and record your complaint. We will also advise you as to how your complaint will be handled
2. We will investigate your complaint. During the investigation we will not divulge the name of the complainant unless you give us explicit permission to do so.
3. We will take action to resolve the issue and we will inform you about the action we are taking.
4. We will review the complaint and take steps to avoid a repeat occurrence.

During this process we will treat you with understanding and respect and we ask that you do the same for our staff and volunteers.

Please note that confidential information in relation to your complaint will be handled sensitively.

LimbPower are not able to respond to anonymous complaints.

LimbPower will not investigate matters for which the Charity is not directly responsible.

## **Responding times**

We will respond to your complaint in a timely fashion. You will receive an initial acknowledgement of your complaint within 10 days, with the exception of a member of staff being on holiday. Investigating a complaint may take time as we are a small charity with limited resources. We will work as quickly as we can to resolve any issues you raise.

Where a more in-depth investigation is required, we will keep you informed of progress.

Adopted on 1st January 2015

Updated on 7th July 2018. Updated on 18th November 2025

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of work which is under the control of the Charity, its staff, or volunteers.

**If you are not satisfied with our response you can write to the Chairperson of the Board**

Janet Williams  
Chair  
LimbPower  
Whitecroft  
Tandridge Lane  
Lingfield  
Surrey  
RH7 6LL

The Chairman of the Board will share the complaint with one or more trustees before responding in a timely fashion.

**Taking further action**

**Charity Commission**

You can complain to the Charity Commission and complete their online complaints form [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk)

**Information Commissioners Office**

If your complain is about our use of your date you can complain to the Information Commissioners Office <https://ico.org.uk/for-the-public/raising-concerns/>