Complaints may be made in writing via letter, e-mail, or any other form of writing, by telephone or in person.

Our complaints procedure should address your needs and not that of the charity.

We will need from you:

* the facts of the complaint
* your name, address and telephone number
* if you are complaining on behalf of someone else we need their contact details and need to know your relationship with the person wanting to make the complaint.
* If possible, a written account of the complaint, by email or post in the words of the person making the complaint.
* What outcome you will be expecting as a result of the complaint

What happens next

Step 1 – we will acknowledge your complaint and if possible informally and verbally resolve your complaint within 1 week.

However, if we are unable to quickly resolve your complaint to your satisfaction, then it will be brought to the attention of the chief officer.  Your complaint will be acknowledged within 1 week of receipt by the chief officer and it is expected to be resolved within 4 weeks.   However, sometimes this is not possible because the investigation into the complaint is not complete.  You will be notified if resolving the complaint is expected to take longer than 4 weeks.

Step 2 – if you are dissatisfied with the resolution to the complaint you can ask for it to be brought to the attention of the board of trustees.  You should receive acknowledgement that this will be done within a week.  Trustee meetings are held every 2 months.  You will be notified of any decision within 1 week of the board meeting.

Step 3 – if at the board it is decided that independent experts or advisers are needed you will be notified of this and kept informed at all stages.  You or your representative may be asked to provide further written evidence of your complaint.  It is expected that this will be resolved within 28 days of notification to the board of trustees and you will be notified of any decision.

However, the board of trustees, reserve the right to vary the procedure if necessary to allow for a full investigation and resolution of the complaint.

Should you feel that your complaint has not been resolved or that the complaint is not appropriate to take to the trustees as it is more serious you can contact the Charity Commission direct.  Information about the kind of complaints the Commission can involve itself in can be found on their website at: <https://www.gov.uk/government/publications/complaints-about-charities>.   You can complain to the Charity Commission at any stage.

If you require it, we will send you a copy of our complaints procedure.