



## Complaints Procedure

Mary's takes complaints very seriously. If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase supporter satisfaction;
- To use complaints constructively in the planning and improvement of all services.

### What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of Mary's which is under the control of the Charity, its staff or volunteers.

### How to complain

Mary's would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact Mary's and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

Chair of Trustees  
St Mary's Centre Community Trust  
St Mary's Centre  
Elsworthy Road  
NW33DJ

Phone Number: 0203 1616 615

Email: [info@maryscharity.org](mailto:info@maryscharity.org)

### What will we do on receiving your complaint?

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.



At all times, we will treat you with understanding and respect. All we ask is that you do the same for our staff.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.

### **How long will it take to respond?**

We endeavour to respond full and conclusively to all complaints within 10 working days.

You will receive acknowledgement of your complaint within 5 working days of receipt. You will be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

Whenever possible we will deal with it more quickly, if we think it will take longer we will let you know.

If an in-depth investigation is required we aim to provide a response within 20 working days.

### **Can you take your complaint elsewhere?**

Yes. If your complaint relates to fundraising and we are unable to resolve it to your satisfaction, you can refer it to the Fundraising Regulator at the following address:

Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW

Phone: 0300 999 3407

Email: [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)

Or if your complaint is related to another area of our work and you do not feel satisfied you can contact The Charity Commission at the address below.

Charity Commission

PO Box 211

Bootle

L20 7YX

0300 066 9197

[www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)