

TALK Surrey CIO

Complaints Policy

Policy Statement

TALK Surrey CIO (TALK) is committed to delivering a high standard of service to anyone who engages with our work.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves.

We take any complaint seriously and try to resolve problems when they arise. Our complaints procedure is publicly available on our website.

A log of complaints received is kept and reviewed annually by the Trustee Board.

Your right to complain

If you feel that you have not had the service that you expected or that we have done something wrong, we would like to know about it so that we can resolve the problem.

We do want to learn from our mistakes and what you tell us helps to improve our service to you.

We will treat your complaint confidentially, seriously and quickly

Complaints Procedure

Misunderstandings can often be sorted out informally. In the first instance please contact our Operations Manager on 07718 425952 or info@talksurrey.org.uk. She might be able to iron out the problem straightaway.

If you feel the problem needs to be looked at more formally, you can put your complaint in writing and send it to: **TALK Surrey CIO, PO Box 655, Epsom. KT17 9NL**

The complaint will be investigated by a member of TALK's staff.

We will acknowledge and provide an initial response to your complaint within 15 working days of receiving it.

We will aim to respond in full to your complaint within four weeks. However, if the issue is complicated, we will explain any delay and will keep you informed of the progress.

We will advise you of the outcome of your complaint, and if it is upheld you will be given details, where appropriate, of what steps we have taken to resolve the problem.

Review of your complaint

If you are not satisfied with the outcome, you can ask for a further review by the Trustee Board.

Please put your complaint in writing, marking it **Private and Confidential, Complaints Procedure**, and send it to the **Chair of Trustees c/o TALK Surrey CIO, PO Box 655, Epsom. KT17 9NL**

After a thorough investigation the Chair of the Trustee Board will advise you of the outcome. If it is upheld at this second stage, we will give you details, where appropriate, of what steps TALK has taken to resolve the problem.

The Trustee Board will aim to respond in full to your complaint within six weeks. However, if the issue is complicated, we will explain any delay and keep you informed of the progress.

Complaints about fundraising

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the **Fundraising Regulator**, the self-regulator for fundraising in the UK, to consider it by:

- submitting your complaint through the fundraising regulator website www.fundraisingregulator.org.uk/complaints/make-complaint
- writing to:

Fundraising Regulator
Eagle House
167 City Road
London, EC1V 1AW
- calling 0300 999 3407 (Monday to Friday, 09.30 am – 4.30 pm)

TALK is a member of the Fundraising Regulator and we agree to abide by its decisions. Please note that the Fundraising Regulator can only consider complaints received within 2 months of the original incident.

Review and Monitor

The Chair is responsible for ensuring that this policy is reviewed by the committee every three years.

Approved: 17/10/2019

Last review: October 2022

For Review: October 2025