



Complaints Procedure 2018

The Boleh Trust aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation. The following issues (this is not an exhaustive list) will always be treated as complaints as they touch upon our purpose and values:

- Inappropriate/improper fundraising methods;
- Poor standards of service including an accusation of professional incompetence/misconduct;
- Financial losses/waste;
- Harm to children or vulnerable individuals (see our Adult Safeguarding and Child Protection policies);
- Criminality within or involving the Boleh Trust;
- The Boleh Trust being deliberately used for significant private advantage;
- Non-compliance with the Boleh Trust's own policies/procedures;
- Non-compliance with relevant laws and regulations.

If you are unhappy about any The Boleh Trust's service, please speak to the relevant Trustee, staff member or volunteer to resolve the matter.

If you are unhappy with an individual at The Boleh Trust, it is sometimes best to tell him or her directly. If you feel this is difficult or inappropriate, then you can request the charity's contact details or find them on our website so that you can make a complaint in writing.

Making a written complaint. If you are not satisfied with our initial response or wish to raise a matter more formally, please write to the the Boleh Trust's Complaints Officer at 145 Balls Pond Road, N1 4BG. All written complaints will be logged, and you will receive a written acknowledgement within five working days.

The aim is to investigate your complaint properly and give you a reply within twenty working days, setting out how the problem will be dealt with. If this is not possible,

an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair of the Boleh Trust at our Registered Office, The Old Shop, Enford, Pewsey, Wilts, SN9 6AR. The Chair will then inform the Trustees who will decide on any further steps to resolve the situation. You will be informed of the outcome. If you remain dissatisfied, you should make a complaint to the Charity Commission.

This policy was adopted by the Trust at its meeting
on 10th April 2018