

Introduction

Horsham Matters aims to provide our customers, clients, service users, partners, suppliers and donors with the best possible service. However, there may be occasions when users of our services may feel the quality or level of service provided falls short of what can reasonably be expected.

Your continued involvement and good will is of great value to us. If you have a complaint we would like you to tell us about it.

Definition of a complaint

A complaint is an expression of dissatisfaction about Horsham Matters' actions and can be made in person, by phone, by email or in writing.

This policy does not cover:

- requests for information or explanation of policy and practice
- matters for which there is a separate procedure
- a personal dispute or clash between individuals that does not involve Horsham Matters' business

Internal Procedure

If you have a complaint regarding any aspect of your dealings with Horsham Matters, you should talk first with the manager responsible for the particular area of work that you have a concern about (e.g. Charity Centre Manager, Logistics Manager). The manager will seek to resolve your complaint in the most efficient and effective manner possible.

If your complaint cannot be resolved to your satisfaction by the manager responsible, please put your complaint in writing to the Chief Executive either by e-mail or conventional mail. We will endeavour to provide you a full response within 14 days, but if our investigation requires longer we will notify you within the same timeframe.

If you would like to discuss any aspect of our response you are welcome to meet with the Chief Executive. Any request for a meeting will be responded to within 48 hours and meetings will normally be arranged within 7 days.

Should you not be satisfied with this response, you may notify the Chief Executive that you wish your complaint to be escalated to the Trustees. The Trustees will appoint two of their members who will review the initial investigation and provide you a written response within 14 days of the receipt of your request.

External Procedure

If at any stage you are unhappy with the way in which we are handling your complaint, you can contact the Charity Commission on 0845 300 0218. The details of the way in which they handle complaints against charities can be found here:

http://www.charitycommission.gov.uk/About_us/Complaining/Complaint_about_a_charity_index.aspx