Cat 77 - Complaints Handling Policy

**How do I make a complaint?**

Both you and your feedback are very important to Cat77 and we are committed to learning from the feedback we receive. When you need to complain, we know it is very important that you can do so easily and that you will be responded to politely and, when appropriate, with a promise of action.

**Complaints need to be provided to us in writing**

* You can write us a letter and send it directly to:

 PO Box 1639, London, W8 7ZZ

 Or

* You can email us on info@cat77.org.uk

We will not be able to respond to complaints that are made directly to the Cat77 branches by telephone, or in person, that have not been followed up in writing

You will receive an acknowledgement within 14 days of the complaint being received and, we will endeavour to investigate and, if deemed appropriate, put in place an action plan within 30 days of receipt. All information that you give us will be treated in confidence.

**How do I know my complaint will be treated fairly?**

We will investigate all complaints received thoroughly. Our response will be fair, and without bias. A full explanation and an apology (where appropriate) will be in our

reply. We will answer all issues raised in a complaint in this way.

**What happens to complaints about our volunteers?**

We expect our volunteers to be professional and courteous to customers, our supporters and members of the public at all times. Therefore, we take complaints about poor conduct very seriously. Any complaints or concerns regarding our volunteers are passed on to the trustees for investigation and follow up action.

**If I am still not satisfied, what else can I do?**

If you are not happy with the way we have answered your complaint, please contact

us again and let us know why you were dissatisfied. We will arrange for the matter to be reviewed again.

If you are still unhappy, you may wish to appeal with details of your complaint to the

Charity Commission, the regulator and registrar for charities in England and Wales. The Commission has a section on its website about how to complain about a specific charity - www.charitycommission.gov.uk/how-to-complain/

**When won’t you respond to my written complaint?**

If a written complaint contains abusive language or is aggressive in tone, we will reply but will advise you in our response that this is unacceptable.

Furthermore, we may terminate correspondence about a specific complaint where it is clear that despite our best efforts, we are unlikely to satisfy you. If you write to us again about a different issue, it will be treated as any other new complaint. The decision to terminate correspondence will only be made by the Cat77 trustees after making sure that the matter has previously been investigated thoroughly and in accordance with our procedures.

**Do you publish information about complaints?**

These procedures, and the commitments made in it, are regularly monitored. We use

the information from complaints and other feedback to help us make decisions about

how our services could be changed and improved however due to data protection, we treat all complaints in the strictest confidence.