

# CDUK Complaints Procedure



## Definitions

**A Complaint** is a statement about expectations that have not been met. At Compassion Direct UK – CDUK, we treat a complaint as an opportunity to improve our procedures and practices.

**A Complaints Procedure** is a formally agreed procedure for the way in which CDUK will deal with received complaints.

**This guide** has been designed to help you with a complaint, explaining how to make a formal complaint, how it will be dealt with and what you can expect from us.

**If you have a complaint** contact the volunteer you originally dealt with. They should be familiar with your case and may be able to clear up any misunderstanding.

If you remain dissatisfied you may wish to make a formal complaint. This can be submitted by email or by post.

- Email: [rosinargentina@yahoo.co.uk](mailto:rosinargentina@yahoo.co.uk)
- Post: Compassion Direct UK, 12 Walton Fields, Kineton, Warwick. CV35 0JP. UK

Your complaint will be responded to accordingly.

It will assist our investigation if you are able to provide the following information.

- Any reference details
- State your case clearly and include relevant dates and times
- Send copies of any relevant correspondence by email or post

## How we will deal with your complaint.

We will

- ✓ Record details of your complaint.
- ✓ Make sure that your complaint is thoroughly investigated by one of our Trustees.
- ✓ Correct any mistakes that we have made.
- ✓ Let you know the outcome.

We aim to

- Acknowledge all complaints within one working week of receipt
- Respond in full to all complaints within 14 working days upon receipt. If we are unable to resolve your complaint within 14 working days we will contact you to provide you with an update on our progress.
- Listen to your feedback and use your suggestions to improve our future practice.

Should you feel that your complaint has not been dealt with satisfactorily within 3 months the matter will be referred to the ICR - Independent Complaints Reviewer.

*CDUK - Wednesday, 19 August 2009*