



# **The Together Project CIO**

## **External Complaints Policy**

*Policy last reviewed: May 2022*

Registered charity number 1192175

## Introduction

The Together Project 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.

## If you are not happy with The Together Project, please tell us.

If you are unhappy about any The Together Project service, please speak to the relevant staff member or their manager. If you are unhappy with an individual in The Together Project, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the individual's manager. Often we will be able to give you a response straight away.

When the matter is more complicated we will give you at least an initial response within five working days.

## Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive. (If your complaint is about the Chief Executive, please write to the Chair.)

Chief Executive: Louise Goulden, [louise@thetogetherproject.co.uk](mailto:louise@thetogetherproject.co.uk)

Chair: Stephen Burke, [stephen.burke@unitedforallages.com](mailto:stephen.burke@unitedforallages.com)

Alternatively, you can send a letter in the post to The Together Project CIO, PO Box 77901, London E17 0WJ.

All written complaints will be logged. You will receive a written acknowledgement within three working days of us receiving the complaint. The aim is to investigate your complaint properly and give you a reply within ten 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 who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

## Escalating the complaint

If you do not feel The Together Project has handled your complaint fairly or adequately, you are advised to follow the advice of the Charity Commission, which can be found at <https://www.gov.uk/complain-about-charity>.