

Ideas Matter COMPLAINTS PROCEDURE

Revised 12.07.21

Ideas Matter: Complaints procedure

Let us know how we're doing: comments, compliments, and complaints. Ideas Matter makes every effort to provide a high standard of service and to treat all volunteers equally and fairly. We continuously try to improve our services and we value any feedback that will help us to do this.

Compliments and Comments:

If you are happy with our work or have any comments we would love to hear from you. There are couple of ways you can do this: either speak to one of the staff members/ volunteers, email or write to us.

Complaints:

We also want to know if there is any part of our work that you are unhappy with. We take all feedback seriously and we will take action when appropriate to do so. All complaints will be dealt with in a timely and professional manner. Please note that Ideas Matter may publish the replies given to any queries raised, but will respect the confidentiality of the individuals concerned.

How to make a complaint: The first thing to do if you are unhappy about any aspect of our work is to bring this to the attention of one of the staff members. They will try to resolve your concerns immediately. If you are unhappy at the way you have been treated by one of the staff members please ask for contact details for Alastair Donald, who is the Ideas Matter Secretary.

If you cannot or do not wish to make a complaint in person, you have the option of emailing, writing or telephoning us.

What we promise to do to help resolve your complaint:

Your complaint will be dealt with in a professional and confidential manner.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

How and when we will respond:

We will acknowledge any e-mailed complaints within 5 working days of receipt. Postal correspondence will receive an answer or acknowledgement within 5 working days. You will receive a full response to your written complaint within 10 working days.

Contact details:

E-mail: info@ideasmatter.org.uk

Website: www.ideasmatter.org.uk

Telephone: 020 7269 9234

Address: Ideas Matter, 5-8 The Sanctuary, London SW1P 3JS

This policy is reviewed annually by the Trustees.

July 2021