



## **Safer Waves - Complaints Policy & Procedure**

We are committed to giving you the best service we can. But there may be a time you need to complain about a service we've provided.

This complaints procedure is for:

- people who have used our services and aren't happy
- people who feel they haven't received a service that we said we would provide

We will make sure that your complaint is:

- treated seriously
- handled fairly without bias or discrimination
- treated confidentially

You should complain within 3 months of the event or outcome that you are complaining about. You need to tell us:

- what you think went wrong
- what you think we should do to put it right

### **What you should do:**

The complaint should be made via email to the CEO who will acknowledge, in writing, within 10 working days, the receipt of any complaint.

Complaints should be sent to the CEO, Rebecca Newdick, at:

[info@saferwaves.org](mailto:info@saferwaves.org)

If the complaint is about the CEO, the complaint should be addressed to the Chair of Trustees, Gennie Waterhouse, at:

[gennie.waterhouse@saferwaves.org](mailto:gennie.waterhouse@saferwaves.org).



### **What we will do:**

We will share our current Complaints Policy & Procedure upon request.

We will acknowledge any complaints that have been submitted within 5 working days.

We will respond to any complaints that have been submitted within 15 working days.

### **Complain about the Charity to an External Regulator**

If you are not happy with how the charity deals with your complaint, contact the relevant regulator via the Government website:

<https://www.gov.uk/complain-about-charity>