

## Our Complaints Procedure

The Child Brain Injury Trust aims to provide a high-quality service, we value and welcome all types of feedback.

In order to ensure our service remains at a high and improving standard, we have a procedure which enables you to let us know any reasons that you may not be satisfied with the service we have provided.

### **We will:**

- Resolve complaints promptly and courteously
- Treat all complaints seriously
- Learn from complaints and feedback
- Treat complaints and feedback in confidence

### **What to do if you have a complaint?**

If you are unhappy with any aspect of our work or service, please let us know as soon as possible. You can make a complaint by telephone, letter or email. If you know which department is relevant to your complaint, or the name of the member of staff, you may address your complaint directly to them. If you feel this is difficult or inappropriate, then please contact our Office Manager, Natasha Page.

**Email:** [office@cbituk.org](mailto:office@cbituk.org)

**Telephone:** 01869 341 075

**Post:** Natasha Page  
Child Brain Injury Trust  
Unit 1 Great Barn  
Baynards Green Farm  
Bicester  
OX27 7SG

## **What happens next?**

If you complain over the telephone, we will try to resolve the issue there and then. Otherwise, we will acknowledge your complaint within 5 working days and provide a formal response within 15 working days if your complaint requires a thorough investigation. We will respond sooner if your complaint is more straight forward to resolve.

If you are not satisfied with the response, we have 4 escalation stages:

## **Levels of escalation**

**Please note that all correspondence from stage 1 to 4 will be via email or letter.**

### **Stage 1**

If you are not satisfied with our response at your first point of contact, your complaint will be passed to the relevant Head of Department, who will respond within 5 working days. If further investigation is required, we will let you know and will aim to have a full response within a further 15 working days.

### **Stage 2**

If you remain dissatisfied, you can escalate your complaint by email or letter to our Chief Executive, Lisa Turan who will acknowledge your complaint as soon as possible, with a response being sent to you within 10 working days of being received.

### **Stage 3**

If you are still dissatisfied with the response given at Stage 2 then you can escalate your complaint by email or letter to the Trustees, who will acknowledge your complaint as soon as possible, with a full response being sent to you within 30 working days of being received.

### **Stage 4**

If you are not satisfied with the Trustee's response you can contact the Charity Commission for further advice. You can call 0870 333 0123 or visit [www.charity-](http://www.charity-)



[commission.gov.uk](http://commission.gov.uk). Alternatively, if your complaint concerns a fundraising issue you can contact the Fundraising Standards Board.