

Complaints Procedure

The Child Brain Injury Trust aims to provide a high-quality service to who we serve. We value and welcome all types of feedback as it helps us to improve the way we work and to constantly reflect on our practices.

To ensure our services continually improve, we want to share the following complaints procedure which enables you to know how your feedback or complaint will be dealt with.

We promise that we will:

- Resolve complaints promptly and courteously
- Treat all complaints seriously
- Learn and reflect 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, if you wish, address your complaint directly to them. If you feel this is difficult or inappropriate, then please contact our Head Office.

Email: office@cbituk.org

Telephone: 01869 341 075

Post: Complaints Department
Child Brain Injury Trust
3 Field View
Baynards Green Farm Trading Estate
Nr Bicester. OX27 7SR

What happens next?

If you complain over the telephone, we will take note of your complaint and escalate it to the appropriate member of staff who will deal with it. We will formally acknowledge your complaint within 5 working days of receipt and provide a formal response within 15 working days of acknowledgement. If we need to carry out any investigations, we will do this within 30 days of acknowledgement and respond accordingly.

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

Levels of escalation

Stage 1

If you are not satisfied with our initial response, your complaint will be passed to the relevant Head of Department, who will respond within 5 working days of receipt. If further investigation is required, we will let you know and will aim to have a full response within a further 20 working days.

Stage 2

If you remain dissatisfied, your complaint will be passed to our Chief Executive, Lisa Turan who will formally acknowledge your complaint as soon as possible, and will then provide a full response within 10 working days of acknowledgement.

Stage 3

If you remain dissatisfied with the response given at Stage 2 then your complaint will be escalated to the Trustees who will formally acknowledge your complaint as soon as possible, with a full response being sent to you within 30 working days of acknowledgement.

Stage 4

If you are not satisfied with the Trustee's response you can contact the appropriate regulatory body - Charity Commission, Fundraising Regulator or the Information Commissioner's Office :

Charity Commission

[The Charity Commission - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

Tel: 0300 066 9197

Charity Commission
PO Box 211
Bootle
L20 7YX

The Fundraising Regulator

<https://www.fundraisingregulator.org.uk/>

Email: complaints@fundraisingregulator.org.uk

Tel: 0300 999 3407 (Monday to Friday, 09.30 am – 4.30 pm)

Fundraising Regulator,
Eagle House
167 City Road,
London. EC1V 1AW

The Information Commissioner's Office

[Home | ICO](#)

Tel: 0303 123 1113 Monday to Friday between 9am and 5pm (excluding bank holidays).