



## **Tutu Foundation UK**

### **Complaints Policy**

#### **General statement**

We at the Tutu Foundation UK are committed to providing the best possible service. However, if there is cause for dissatisfaction, we will treat all complaints seriously and try to deal with them promptly and properly.

Usually, a word with the person at the point of service delivery will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can solve the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

#### **This is what you should do:**

1. If you have a complaint to make, the first step is to make a copy of our Complaints Checklist and notify us that you are not satisfied. This can be done by telephone, e-mail or by letter to our office address:

The Tutu Foundation UK, Apartment 5, 89 Wimbledon Park Side, SW19 5LR

0165 514830

[info@tutufoundationuk.org](mailto:info@tutufoundationuk.org) [ijohn77@hotmail.com](mailto:ijohn77@hotmail.com).

We will respond within three working days.

2. If the issue is serious, or you are not satisfied after raising it with the [Complaints Officer, Dr. Isaac John, you should make a formal complaint.
3. Your complaint should be made in writing, marked "Private & Confidential", and sent to the Complaints Officer, Dr. Isaac John, Trustee. Who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If you need an interpreter or advocate to help you make your complaint, Citizens Advice Bureau can arrange this for you.



4. The Complaints Office, Dr. Isaac John shall - in consultation with the Chair of the Trustee Board - investigate the complaint.
5. The Complaints Officer, Dr. Isaac John shall communicate the results of the investigation to you within a reasonable time - normally 21 days.
6. You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a panel comprising at least three members from the TFUK Trustee Board.  
  
If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).
7. The decision of the panel will be final.
8. Where appropriate, TFUK will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.
9. All formal complaints and the response made to them will be recorded and filed in a secure place.
10. The Trustee Board shall be informed by the Complaints Office, Dr. Isaac John at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of TFUK's self-evaluation.

**TFUK's complaints procedure will be publicised to organisations and individuals who use its services.**

\* If a complaint relates to the Designated Person, read [ALTERNATIVE DESIGNATED PERSON] for [DESIGNATED PERSON] throughout this policy.

# *The Designated Person would normally be the most senior paid staff member or nominated Trustee.*

**Review date: 20 October 2019.**