



## Complaints Policy and Procedure

Adopted in Jan 2020.....

The policy is to be reviewed in Jan 2021

The name of the designated person is. MG.....

- SkyWay is committed to providing a high quality of service. We accept that we do not always get this right and when this happens we would like to know what has gone wrong, so that we can sort out the situation as quickly as possible.
- SkyWay is committed to providing a service free of discrimination and prejudice, when we do not get this right we are would like to know what has gone wrong, so that we can sort out the situation as quickly as possible.
- SkyWay staff hope that most problems can be resolved simply by getting in touch with us and having a chat. If, having done this, you remain unhappy about the problem you may wish to make a formal complaint. A complaint can be anything you are unhappy about in terms of the service we offer.
- SkyWay recognises the right of children, young people and their parents or carers to have access to the organisation's complaints procedure.

### Our promise to you

SkyWay aims to provide a responsive and timely service to all our customers, we will:

- Give all complaints consideration
- Treat all complaints seriously and deal with them effectively
- Resolve complaints promptly
- Ensure that complaints are treated in confidence and documents stored safely
- Learn from complaints and take action to improve our service.

### How to make a complaint

If you have a complaint about the service provided by SkyWay you should request a **complaint form** from SkyWay, you can send your complaint by post, fax or email. In all cases you should aim to provide as much relevant information as possible on the form so that we can deal with your complaint promptly. Please also ensure you include all of your contact details in case we need to obtain more information from you.

Please send the completed complaint form to:

Noreen Ahmed, Finance and Office Manager:

SkyWay Charity, Unit 2, 222 Kingsland Road, London E2 8DG

Fax; 0207 729 9588

Email: noreen@skyway.london

### **What happens next?**

You will receive an acknowledgement from us that your complaint has been received. If you do not receive an acknowledgement within five working days of submitting your complaint form, please contact Noreen Ahmed - Finance Coordinator.

### **Responding to complaints**

In acknowledging receipt of your complaint form, we will give an indication of how long it will take to send you a detailed response. In most cases, we would aim to provide a full reply within ten working days. If this is not possible we will let you know why and give you an estimate of how long we would expect it to take.

### **Dealing with complaints**

All complaints will be managed by the CEO who will handle a detailed investigation into your complaint.

If, following our response, you are not satisfied; you can ask for your complaint to be referred to Natalie Roast, the SkyWay CEO.

If you remain dissatisfied with our response you may wish to contact the Charity Commission on:

Charity Commission Direct

Phone:0300 066 9197