



Complaints Policy and Procedure

Adopted on Oct 07.....

The policy is to be next reviewed in October 2022

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

- 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 would like to know what has gone wrong so that we can sort out the situation as quickly as possible.
- SkyWay hopes that most issues can be resolved simply by getting in touch with us and having a chat. If you have done this, you remain unhappy about the issue 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 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, SkyWay Charity, Unit 2, 222 Kingsland Road, London E2 8DG

Email: noreen@skyway.london

*If you are unable to complete a complaint form, we can make provision for you to come in and make your complaint in person. An appropriate staff member will complete the complaint form for you and you will be required to sign it to confirm it as your complaint.

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 and Office Manager.

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 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 a member of Senior Management 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 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