

## COMPLAINTS PROCEDURE

### Our commitment to you

The Association of Charitable Foundations (ACF) is committed to providing high quality services. Our customers are our members and stakeholders in the voluntary sector. We are committed to providing our members with a quality service and a safe environment to meet and exchange views but we realise that there are times when we don't always succeed.

If you are unhappy about the services that we provide to you, we want to hear about it – without your feedback we cannot improve.

Similarly, if you have been upset by the behaviour of a member of ACF staff or another ACF member, or indeed anyone else at an ACF event, please let us know using this complaints procedure.

### How the system works

At ACF we have a dedicated person, the executive assistant to the chief executive, who is responsible for making sure that all complaints are logged and actioned, and who will monitor complaints to make sure that they are being dealt with.

### How to make a complaint

If you would like to make a complaint, please contact us as follows:

Executive assistant to the chief executive

ACF

28 Commercial Street

London E1 6LS

[laurence@acf.org.uk](mailto:laurence@acf.org.uk)

The executive assistant will log the complaint and make sure that it is assigned to the most appropriate person. You will be sent an email or letter within three days confirming that the complaint has been received and telling you the complaint number and the name of the person who is dealing with your complaint.

### **The procedure**

Your complaint will be investigated in confidence, only involving those whose views are necessary to establish what has happened. Further information or evidence may be sought from you as part of the investigation.

A response, detailing any action taken or recommendations for further action, will be sent within 10 working days of us sending you a complaint number, unless we have agreed another timescale with you.

### **Acting on results**

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

### **If you are not satisfied with the outcome**

If you are not satisfied with the outcome let the executive assistant know. If you wish to appeal against ACF's decision regarding your complaint, your appeal will be considered by ACF's vice chair.

A response, detailing any action taken or recommendations for further action, will be sent within 10 working days, after you tell us you wish to appeal the original decision unless we have agreed another timescale with you.