

# Teens Unite Complaints Policy

July 2021

## Teens Unite Fighting Cancer Complaints Procedure

Teens Unite strive to provide a high-quality professional service which enhances the experience of supporters and beneficiaries. We commit to provide a clear, consistent, accurate and prompt response to anyone who contacts us.

We are committed to:

- using plain, easy to understand language
- Being courteous, professional and helpful
- Listening carefully
- Maintain a professional manner
- Empowering our team to resolve all enquiries
- Being accessible
- Holding our hands up and apologising if we have made a mistake
- Learning what happens when things go wrong, and committing to doing things differently
- Responding to all enquiries promptly
- Advising of relevant timescales
- Providing clear and accurate information
- Continuously striving to improve or exceed our service standards

### Our Service Standards

We aim to

- Answer you as quickly as possible
- If your telephone enquiry is more complex, we will arrange to call you when we have the necessary information, keeping you informed of the relevant timescales
- Respond to letters and emails within 3 working days
- Keep you informed of progress if we cannot answer immediately
- When we talk, write or phone, we will present information in a clear, straightforward and concise way with you in mind

We believe everyone has a right to expect the best possible standards of customer care, but we know sometimes things go wrong. If you are not satisfied, we need to know so that we can put it right.

**How do I make a complaint?**

Put the complaint in writing by letter or email, if you prefer you can complete the Teens Unite fighting Cancer complaints form.

Please mark your letter/email Private & Confidential and address It to the Chief Executive Officer (CEO). If the complaint relates to the CEO, the letter should be address to The Chair of Trustees.

**What will teens Unite do?**

All complaints will be investigated by The CEO and an initial response given within 5 working days of receipt.

All complainants will be informed of any action taken in response to their complaint, or reasons for not taking any further action.

**What if I am still not satisfied?**

If you are not satisfied with the way which your complaint has been dealt with you may refer it to the Chair of the Board of trustees. If the Chair dealt with your initial complaint, your appeal should be addressed to the Board of Trustees. The Board aim to respond to your appeal as quickly as possible. We will contact you once we have received your appeal to give you an indication of how quickly we expect to be able to reach a decision.

***The decision of the Chair/Board of Trustees on an appeal will be final.***

## TEENS UNITE FIGHTING CANCER COMPLAINTS FORM

**Your Name:**

**Contact Address:**

**Contact Telephone No:**

**Date of your call/letter:**

**Please describe what happened:**

**Your signature:**

**Date:**

We are always pleased to hear your views so that we can take steps to improve our services.

Please return this form to **Teens Unite Fighting Cancer, Hoddesdon Gateway, High Street, Hoddesdon EN11 8BJ**