

LONDON CHURCHES REFUGEE FUND

Complaints Policy

The London Churches Refugee Fund (the Fund) will respond to complaints primarily by putting things right for the person or organisation that has made the complaint and also by using the moment to learn and improve its activities.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of the Fund's complaints procedure so that people know how to contact us and make a complaint
- To make sure that all with responsibility at the Fund, that is, the trustees, know what to do is a complaint is received.
- To make sure that all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do.

We understand a complaint to be any expression of dissatisfaction about any aspect of the Fund's activities.

We accept complaints may be made by any person or organisation with a legitimate concern about the activities or practice of the Fund. A complaint can be received verbally, by phone, by e-mail or in writing. Please see contact details below.

Confidentiality All complaint information will be handled sensitively, referring only to those who need to know and in accordance with any data protection requirements.

Responsibility for this policy and its implementation lies with the trustees of the Fund

To make a complaint, please contact (one of) the following:

1. John Murphy (trustee) Address: 13 Pullman Mews, Grove Park London SE12 0EA

T: 020 8 851 6580 & mobile 07983 505 138

E: john_mur2947@btinternet.com

2. By emailing admin@help4refugees.co.uk – your message will be forwarded to all the trustees.