



Utange Orphans Charity COMPLAINTS POLICY

Introduction

1. It is the policy of Utange Orphans Charity (UOC) to take all complaints about UOC seriously and respond promptly. The complaints policy below provides the framework by which this will be done.

Scope

2. This policy covers complaints from members of the public and supporters of UOC, concerning the charity and its activities.

Grounds for Complaint

5. You can complain if you are unhappy with the way you have been treated by UOC. For example, if you think that:

- we have given you incorrect advice or information
- we have not treated you fairly
- we have not treated you politely.

How to Make a Complaint

6. If you feel you have cause for complaint, you should write to the Chairman¹ (address at the end of this policy) explaining the circumstances forming the basis of the complaint.

7. UOC will acknowledge all official complaints within 10 working days of receipt.

8. The complaint will be investigated and we will attempt to resolve the matter through informal discussion with you. You will receive a written response summarising those discussions and their outcome.

9. If you are not satisfied that the issue has been resolved by our initial inquiry you should write to the Chairman again. You must do this within 10 working days of receiving the written response to your original complaint. The Chairman will carry out further investigations

¹ In the event that the complaint concerns the Chairman personally, the complaint should be addressed to the Independent Examiner at the same address and marked "Complaint - Personal for the Independent Examiner".

and you will receive a reply within 10 working days. If we cannot give a full reply in this time, we will tell you why and when you are likely to receive it.

Address for Complaints under this Policy:

The Chairman
Utange Orphans Charity
"Applebrook"
Clapham
Bedfordshire

Please mark the envelope with the words "Official Complaint".

John Creasey
Chairman of Utange Orphans Charity

March 2018