

## **Prisoners of Conscience Appeal Fund**

### **Complaints Policy & Procedure**

If you have a complaint about our organisation, we would like to hear about it and we will do our best to put it right.

We shall:

- deal with complaints fairly, efficiently and effectively,
- ensure that all complaints are handled in a consistent manner throughout,
- use complaints constructively in the planning and improvement of our services
- ensure that your complaint is dealt with by someone unconnected with your concern
- keep a record of complaints, subject to relevant legal requirements

#### How to complain

If you are not happy with any aspect of our service, you may wish to contact the relevant staff member in the first instance to raise your concern.

If you feel this is difficult or inappropriate, then please contact the Director.

If your complaint is about the Director, please address your complaint to the Chair of the Trustee Board.

We shall endeavour to deal with your concern immediately. If the matter is more complicated and requires an investigation, we shall provide a full response within 21 days unless this is not possible, in which case we shall provide an interim response within the 21 days informing you of the action taken and the date by which a full response will be provided.

If your complaint remains unresolved, or at any time before or during our complaints procedure, you may take your complaint to the Charity Commission (<https://www.gov.uk/complain-about-charity>).

If your complaint relates to our fundraising activities, we shall investigate your complaint within a reasonable timescale and, in any event, advise you of the outcome of that investigation within 28 days of receipt of your complaint. Should you be dissatisfied with the outcome of our investigation and response, you can refer your complaint to the Fundraising Regulator (<https://www.fundraisingregulator.org.uk/>) within 2 months of our response.

#### Our contact details

Address – PO Box 61044, London, SE1 1UP

Telephone – 0207-4076644

Fax – 0207-4076655

Email – [info@prisonersofconscience.org](mailto:info@prisonersofconscience.org)