



COMPLAINTS PROCEDURE

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

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

WHO CAN COMPLAIN?

Anyone who is:

- A customer of Alex TLC charity shops;
- Receiving a charitable service from Alex TLC;
- Involved in fundraising to support Alex TLC;
- Using information supplied by Alex TLC;
- Caring for someone who has a complaint.

HOW TO COMPLAIN

Alex TLC would like to resolve any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance please speak to the member of staff concerned who will try to sort the matter out. The table below identifies the staff member who should be contacted for specific types of complaint.

| FUNDRAISING & ONLINE | CHARITABLE ACTIVITIES | CHARITY SHOPS |
|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Fundraising and Communications Officer info@alextlc.org 020 7701 4388 | Beneficiary Services Manager info@alextlc.org 020 7701 4388 | Retail Area Manager info@alextlc.org 020 7701 4388 |

If you make contact in person or by phone, we advise you make a note of the name of the person you speak to. If a solution is offered at this point, we advise you note this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

Chief Executive Officer
Alex TLC
45 Peckham High Street
London
SE15 5EB

or email to info@alextlc.org

WHAT HAPPENS NEXT?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

If you are still dissatisfied you may escalate your complaint to Alex TLC's Board of Trustees c/o Alex TLC, 45 Peckham High Street, London SE15 5EB or by email c/o info@alexvlc.org.

DOES THIS ALWAYS HAPPEN?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

CAN YOU HAVE SOMEONE WITH YOU WHEN YOUR COMPLAINT IS DISCUSSED?

Yes, you can.

CAN YOU TAKE YOUR COMPLAINT ELSEWHERE?

Yes. You can contact the regulator if you're unhappy about how Alex TLC deals with your complaint.

FUNDRAISING COMPLAINTS

Contact the **Fundraising Regulator** to complain about:

- the way you've been asked for donations
- how fundraisers have behaved

ADVERTISING COMPLAINTS

Contact the **Advertising Standards Authority** to complain about:

- an advertising campaign you think is offensive, deceptive or inaccurate
- the amount of emails or mail you get from a charity

OTHER SERIOUS COMPLAINTS

Report serious concerns to the **Charity Commission**, for example if a charity is:

- not doing what it claims to do
- losing lots of money
- harming people
- being used for personal profit or gain
- involved in illegal activity

All complaints to Alex TLC will be fully recorded and a report made to the Trustee Board. A written record will be retained of complaints.