



The Civil Service Retirement Fellowship (CSRF) Complaints Procedure

THE CSRF aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right, please let us know.

To ensure our services, remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

If you are not happy with the CSRF please tell us.

If you are unhappy about any the CSRF's services, please speak to the relevant staff member or Chief Executive.

If you are unhappy with an individual in the CSRF sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the staff member's manager or the Chief Executive.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive. (If your complaint is about the Director/Chief Executive), please write to the Chair of the Board of Directors.)

All written complaints will be logged. You will receive a written acknowledgement within three working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with the CSRF's services.

Adopted and approved by the Board of Directors: 7th September 2021