



The Civil Service Retirement Fellowship (CSRF) Complaints Procedure

Here at the CSRF we take complaints very seriously. **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 supporter satisfaction;
- To use complaints constructively in the planning and improvement of all services.

What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of the CSRF, which is under the control of the Charity, its staff or volunteers.

How to complain

We would like to sort out any complaint as soon as possible. Many complaints can be resolved informally.

In the first instance contact the CSRF and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of 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:
The Vice Chair, Board of Directors
Unit 11, Pepys House
Greenwich Quay, Clarence Road
LONDON SE8 3EY

Phone Number: 020 8691 7411

Email: complaints@csrf.org.uk (this inbox is only available to the Vice Chair)

What will we do on receiving your complaint?

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.

At all times, we will treat you with understanding and respect.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the charity is not directly responsible.

How long will it take to respond?

We endeavour to respond full and conclusively to all complaints within 10 working days.

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

Whenever possible we will deal with it more quickly, if we think it will take longer, we will let you know.

If an in-depth investigation is required, we aim to provide a response within 20 working days.

If after we have responded, you are not satisfied you can contact the Chair of the Board of Trustees at the address in this policy or by email to: nationalchair@csrf.org.uk They will report the matter at the next Board meeting which will then decide on any further steps to resolve the situation.

The Civil Service Retirement Fellowship is a charity registered in England and Wales No. 255465 and in Scotland No. SC039049 and a company limited by guarantee registered in England and Wales No. 6297479