



Complaints Procedure 2023

Sturge Weber UK 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 standards, we have a procedure through which you can let us know if, for any reason, you are not satisfied with your dealings with Sturge Weber UK.

If you are not happy with Sturge Weber UK, please tell us.

If you are unhappy anything to do with the charity, please contact the trustees.

If you are unhappy with an individual in the Sturge Weber UK trustee team, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then speak to the chairperson, or another trustee if it concerns the chair.

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 chairperson (If your complaint is about the chair, please write to another trustee). Contact: support@sturgeweber.org.uk

All written complaints will be logged. You will receive an 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, who will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with the work done by Sturge Weber UK. We welcome your ideas, wishes and constructive criticism.