



## **FULL OF LIFE COMPLAINTS PROCEDURE**

**Full of Life views legitimate complaints positively as they are a method for us to continuously improve our standards and the overall quality of the services that we provide. If there is anything which you feel that you need to complain about then you should inform us as soon as possible. If we do not know about a problem then we cannot begin to resolve it for you nor take action to ensure it does not happen again.**

**If for any reason you feel the need to complain about the conduct of any of our staff or the support provided, you should initially consider trying to resolve the problem directly with the person concerned. However if this is not possible for any reason then please follow the procedure set out below:**

1. Any formal complaints must be made in writing to the Charity Administrator. The Charity Administrator can be contacted on [complaint@fulloflifekc.com](mailto:complaint@fulloflifekc.com).
2. We will acknowledge your complaint in writing within 5 working days and if appropriate, a meeting will be organised to discuss the complaint. A full written response will normally be forwarded within ten working days of our initial acknowledgement of your complaint. However in circumstances where a more in-depth investigation is required, you should normally expect a written response within 20 working days of our initial acknowledgement of your complaint. In the exceptional circumstances where this is not possible, we will advise you.
3. You should inform Full of Life in writing as soon as possible after receiving a written response if you do not believe the response is satisfactory. If we do not hear from you within 20 working days following the issue of our response then we will assume that you are satisfied with our response and the matter will be closed.
4. If you advise that you are not satisfied with our response then you will be contacted by a trustee of Full of Life who will discuss the matter further with you in an effort to bring the matter to a satisfactory conclusion. If a satisfactory conclusion is not achievable, you should contact the Charity Commission at [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk) to take the matter further.