



COMPLAINTS POLICY & PROCEDURE

Verozi Foundation 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.

In order 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 organization. If you are not happy with **Verozi Foundation** please tell us.

If you are unhappy about any **Verozi Foundation's** service, please speak to the relevant staff member, manager or Director.

If you are unhappy with an individual in **Verozi Foundation** 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 Director.

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.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Who can make a complaint

Complaints can come from a volunteer, employee, donor, service user or member of the general public.

Contact details for complaints

Complaints should be in writing either by post or by e-mail. 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.



Verozi Foundation
Elevating Humanity

By post: **Complaints officer, Verozi Foundation, First Floor, 65 Albert Road, Middlesbrough, North Yorkshire, TS1 1NG, United Kingdom.**

By E-Mail: complaints@verozifoundation.com

Finally, please also let us know if you are happy with **Verozi Foundation's** services.