

COMPLAINTS PROCEDURE

The Seafarers' Charity seeks to constantly improve its service to supporters and our complaints policy adheres to best practice. We know there may be times when we do not meet our own high standards. When this does happen, we want to hear about it, and deal with the situation as quickly as possible and put measures in place to stop it happening.

HOW TO MAKE A COMPLAINT

We define a complaint as a situation or instance where either an individual or organisation, considers that The Seafarers' Charity has fallen short of their reasonable expectations and wishes to express their dissatisfaction

A complaint can be communicated to the Charity by any channel including telephone, mail, email, or social media Our phone line is open Monday – Friday 9am – 5pm if you call outside these hours, please leave your name and contact number and one of our team will call you back the following day.

Email: contact@theseafarerscharity.org

Phone: 020 7932 0000

Or you can write to us at:

The Seafarers' Charity
8 Hatherley Street
London
SW1P 2QT

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

HOW LONG WILL IT TAKE?

We endeavour to respond fully and conclusively to all complaints within ten working days. However, you will receive an acknowledgement of your complaint within the first 5 days of receipt. Wherever possible we will deal with it more quickly, if we think it will take longer we will let you know.

You can contact us in whichever way is most convenient to you and we will respond to you via the same method unless instructed otherwise. In order to assist us with your enquiries, please explain your concerns as clearly and fully as possible. There may be some occasions where we need to ask you for more information to investigate your concerns fully and, if this is the case, your kind response will enable us to resolve your complaint as promptly as possible.

In more complex situations where an immediate response is not possible, we will investigate the matter and get back to you as quickly as we can. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

WHAT WE WILL DO

We will work with you to fix problems, correct mistakes and address concerns in a way that pleases you. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

There may be rare occasions when we choose not to respond to a complaint at all. These include:

- When we believe a complainant unreasonably pursues a complaint that we have already responded to.
- When a complainant is being obviously abusive, prejudiced or offensive.
- When a complainant is harassing a staff member.

We really hope we can resolve your complaint in an honest, open and satisfactory way. However, if you are still unhappy you can get in touch with the following external regulators:

For complaints about any of our fundraising activities:

Fundraising Regulator
2nd Floor
CAN Mezzanine Building
49-51 East Road
London
N1 6AH

Email: enquiries@fundraisingregulator.org.uk

Tel: 0300 999 3407

www.fundraisingregulator.org.uk

For complaints about all other areas of our work:

The Charity Commission

P O Box 1227

Liverpool

L69 3UG

Tel: 0845 3000 218

www.charity-commission.gov.uk

