



COMPLAINTS PROCEDURE

There may be occasions when we do not meet the high standards we set ourselves at The Friends of Baale Mane. If this happens, we really want to know, so that we can investigate the issue, address your concerns and take action where needed to ensure it does not happen again.

HOW YOU CAN PROVIDE FEEDBACK

We welcome compliments, comments, and complaints. We actively encourage you to contact us with your feedback, whether good or bad. Your feedback is important as this helps us to see where we can improve our fundraising, services, procedures or activities.

All feedback is documented and is discussed when we regularly review our activities. We promise to take all complaints seriously, and to deal with them quickly, efficiently and fairly.

HOW TO COMPLAIN

You can call us, write to us or e-mail us about your complaint and we will be pleased to help.

Making an initial complaint: please contact us, ideally by telephone as this is often the most effective way for us to find out what has happened and to resolve the situation quickly and efficiently.

Please call us on 01428 654945 between 9am and 5pm Monday to Friday.

We will do our best to resolve your complaint immediately. If we can't do this, because the information we need is not to hand, or because we need to carry out further investigation, then we will make a record of your complaint and agree the best way and time to contact you. This will normally be within five working days unless we make some other arrangement that is acceptable to you.

If you prefer to write to us about your complaint, please send your letter, together with your name, address and contact telephone number to The Friends of Baale Mane, 29 Stoalety Rise, Haslemere, Surrey. GU27 1AG

You can also email your complaint to info@baalemane.org

IF YOU ARE NOT SATISFIED

Please contact Chris Harrison, Chairman by phone, e-mail or in writing, using the details below. Please set out clearly the details of your complaint, explaining why you are not satisfied with our response and where possible what you would like us to do to put things right.

Once we have received your complaint, we will arrange for it to be fully investigated and you will receive an initial response in writing within three working days. If your complaint is more complicated and needs to be explored further, you will receive an initial acknowledgement and then a full response within ten working days.

We will always do our utmost to fully resolve every complaint and welcome the opportunity to discuss the issues to help reassure concerns and arrive at a satisfactory outcome.

WHO ELSE CAN HELP?

If you are not satisfied with our response, after 30 days you can always seek advice from outside our organisation. If the nature of your complaint is related to our fundraising work, it is possible to seek help from the Fundraising Regulator whose details are listed below. If your complaint is related to any other aspect of our charitable work, you may wish to contact The Charity Commission at the address below.

We always strive to resolve complaints to your satisfaction and recognise that without your support we would not be able to provide the much needed support to the girls at Baale Mane. We really do appreciate the opportunity to discuss any complaints to help us address any concerns as well as improve our processes, procedures and services wherever possible.

THE FRIENDS OF BAALE MANE CONTACT DETAILS

To make an initial complaint:

The Friends of Baale Mane, Gopalapura
29 Stroatley Rise
Haslemere
Surrey
GU27 1AG
Telephone: 01428 654945
E-mail: info@baalemane.org

For escalation of complaints:

Chris Harrison, Chairman
Telephone: 07710 392526
E-mail: chris@baalemane.org

REGULATORY CONTACT DETAILS FOR COMPLAINTS

Fundraising Regulator

CAN Mezzanine Building, 49-51 East Rd, London, N1 6AH
Tel: 0300 999 3407
www.fundraisingregulator.org.uk

The Charity Commission

PO Box 1227, Liverpool, L69 3UG
Tel: 0845 300 0218
www.charity-commission.gov.uk

PERSONAL DATA AND PRIVACY POLICY

The Friends of Baale Mane will not use any personal data collected for any purpose other than that specifically stated. We will not use personal contact details to send you further information unless you agree. If you agree to receive, or sign up for, further information from us by e-mail you will be offered an opportunity to unsubscribe from that communication at all points of contact.

For further details please see our privacy policy on our website: <https://www.baalemane.org/gdpr>

