

# Child Poverty Action Group

## Feedback and Complaints Procedure

It is our policy to encourage feedback from you. This helps us recognise and maintain work of a high standard. And it motivates our staff. We also want to know if we have failed to satisfy you. This gives us a chance to put things right, if possible, and to try to make sure that it will not happen again.

We have drawn up the following procedure to help us ensure that we respond to you promptly and that you receive fair and courteous treatment.

**Stage 1** - Please give your feedback, positive or negative, directly to the CPAG member of staff who has been providing the service. If it is positive, they will be very pleased to hear it and will pass it on to any colleagues who have helped earn your approval. If you are dissatisfied or upset with anything we have done or you wish to make a complaint, please raise it quickly and directly with the individual staff member providing the service.

If you have had to leave a message or have written to us, we will aim to send an acknowledgement within 5 working days. We will then aim to look into any negative feedback or complaint and fully understand what has happened and why. We will try to resolve any complaint fully within 15 working days in writing. If for any reason this is not going to be possible, we will keep in touch with you and explain why there is a delay.

**Stage 2** - If you are not happy with the response, or you do not feel comfortable approaching a member of staff directly, or you feel that the matter is a more serious issue, you may wish to make a formal complaint by writing to us. Your complaint will be acknowledged in writing within 5 working days. Where possible, the investigation will be completed with 15 working days.

Please try to provide sufficient information that we can understand the nature of your complaint, the service or team member who is the subject of your complaint, the date relevant to your complaint, and any other information pertinent to our resolving the issue. In particular, if you wish to see a specific outcome to your complaint, please try to highlight what this is. We cannot guarantee that this outcome will be achieved but it does help to clarify expectations.

You can write to **Complaints, Child Poverty Action Group, 94 White Lion Street, London, N1 9PF** and your complaint will be passed to the relevant manager.

Or send your complaint by email to [office@cpag.org.uk](mailto:office@cpag.org.uk) and your complaint will be sent to the relevant manager of the service concerned.

**Scotland** – You can write to **Complaints, Child Poverty Action Group, Unit 9, Ladywell, 94 Duke Street, Glasgow, G4 0UW** and your complaint will be passed to the relevant manager.

Or send your complaint by email to [staff@cpagscotland.org.uk](mailto:staff@cpagscotland.org.uk) and your complaint will be sent to the relevant manager of the service concerned.

**Stage 3** - If you are unhappy with the response you receive, you have the right to lodge a complaint with the CEO at the address above.