

Customer Complaints Policy

1. Overview

We welcome all feedback from our customers and although we hope that our customers won't have cause for complaint we do understand that at times you may wish to contact us to discuss concerns that you may have about our *services*.

This policy set out how you can contact us to make a complaint and how we will deal with any complaint you make.

2. Who we are and how you can contact us

2.1 *Christ's Courtiers* is operated by *its Trustees* and you can see details of how to contact us below:

Person responsible for handling complaints: ***Ms D. Paneser***

Address: ***33 Launton Close, Luton, LU3 4BF***

Email address: ***deepshikhapaneser@gmail.com***

Phone number: ***07545208563***

Website/Link to complaints form: <https://christscourtiers.org/>

3. When to contact us

4.1 A complaint can cover any element of the *services* that we provide and can also relate to:

- things that our staff have or haven't done;
- the level of service provided by us or any of our staff;
- the quality of the *services* that we have provided;
- the timing of delivery of the *services* that we have provided; •

Any other matter that raises a concern.

4.2 You may want to contact us for other reasons such as to arrange a return of a product or ask for more information about the *services* that we provide and you can do so by Writing to us, Telephoning us and Emailing us (for non complaint reasons).

4. What information to provide in relation to a complaint

Please provide as much information as possible when making a complaint and in particular:

4.1 Your name, address, telephone number and email address together with details of the method that you would be preferred to be contacted by in discussing your complaint;

4.2 Details of the *services* that you are complaining about with details of the situation that occurred including those involved and if there were any witnesses;

4.3 If your complaint relates to a particular member of our staff please provide the name or other information to help us identify them;

4.4 Any documentation that relates to your complaint;

4.5 Any further information in relation to your complaint and details of how you would like to see the complaint resolved; and

4.6 ***Any other information.***

5. How we will handle your complaint

5.1 The process that we follow in handling complaints is set out in the table below:

Person responsible	Action	Timescale
<i>Ms D. Paneser</i>	Acknowledge receipt of complaint	<i>[7 working days]</i>
<i>Ms D. Paneser</i>	Internal investigation	<i>[30 working days]</i>
<i>Ms D. Paneser</i>	Contact customer for further information if required	During the internal investigation or within <i>[3 working days]</i> afterwards
<i>Ms D. Paneser</i>	Contact customer to discuss outcome of the investigation, the	Within <i>[7 working days]</i> of the completion of the investigation.

	proposed resolution and confirm in writing.	
Customer	Contact us if you do not agree with the resolution to escalate/appeal.	Within [5 working days] of the written confirmation of the outcome of the investigation above.
Mr D.S. Birring	Review complaint and contact customer to discuss further.	Within [7 working days] of escalation of a customer complaint.
Mr D.S. Birring	Confirm outcome of the review and decision in relation to the complaint/actions to be taken in writing.	Within [14 working days] of contacting customer.

5.2 Please note that while we will endeavour to resolve your complaint within the timescales indicated above this might not be possible due to the nature or complexity of your complaint or where we are not able to contact you for further information for example. In these circumstances, we will keep you informed of the timescales we are working to.

6. External complaints procedure

6.1 As we are *regulated by The Charity Commission* you have the right to refer any complaint to **PO BOX 211, BOOTLE, L20 7YX** if you are not satisfied with the outcome of our internal complaints procedure outlines at 5 above within **73 working days**. Contact details for **Christ's Courtiers** are set out below:

33 Launton Close, Luton, LU3 4BF

Tel: 07545208563

Website: <https://christscourtiers.org/>

7. Confidentiality and data protection.

7.1 We will ensure that all complaints are dealt with confidentially and information you provide will only be shared with individuals that we need to discuss your complaint with during the process outlined at 5 above *and The Charity Commission outlined at 6 above.*

7.2 If we would like to share details of your complaint for any other reason (such as staff training) we will ensure the details shared do not identify you.

7.3 Any personal data that we collect during handling your complaint will be held in accordance with the relevant data protection legislation and our [privacy policy](#).

8. Policy Updates

This policy was adopted on **31.07.2024**. Our **Founder** has overall responsibility for this complaints policy and ensuring that it is regularly reviewed and updated if necessary.