



## Customer Complaints Policy

<b>Date of last review</b>	June 2022	<b>Reviewed by</b>	S Gomarsall
<b>Date of next review</b>	June 2023	<b>To be reviewed by</b>	S Gomarsall

### Our complaints policy

We are committed to providing a high-quality service to every participant in all of our programmes. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. CUF will review your matter, file and speak to the member of staff who acted for you.
3. CUF will then invite you to a meeting to discuss and hopefully resolve your complaint. CUF will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, CUF will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for the Board of Trustees to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

Cambridge United Foundation is committed to promoting equality of opportunity for all staff, volunteers and job applicants. We aim to create a supportive and inclusive working environment in which all individuals can make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. We do not discriminate on the basis of age, race, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, gender, gender reassignment, gender identity, marriage and civil partnership status, pregnancy and maternity, sexual orientation, disability, socio-economic background or any other inappropriate distinction or characteristic covered by the Equality Act 2010.