

Complaints Procedure – grants

At Cloudesley we strive to be a professional, accountable, and personable organisation dedicated to providing an excellent service to those we come into contact with through our work.

We welcome comments and suggestions on our service as these can help us improve what we do and how we do it. If you would like to make a comment, then please email us at admin@cloudesley.org.uk

The following explains the procedure you must follow if you would like to make a complaint.

You can complain if you think that:

- Poor administration has taken place (for example, if we have delayed, made mistakes in or failed to follow published procedures)
- We have failed to give you access to information or have given you incorrect advice or information
- We have not treated you politely
- We have discriminated against you or not treated you fairly

What you cannot complain about:

- We understand that you may be disappointed if we reject your application for funding, but you cannot use the complaints procedure to appeal against our decision on giving a grant.
- Do not use this procedure to make a complaint about any fraud you think has taken place. This should be reported to our Director or to the Police.

How to make a complaint:

A complaint should be made to the Charity's Director in writing, however if you are unable to do this due to a disability then you can make your complaint verbally.

Please either:

- email your complaint to melanie.griffiths@cloudesley.org.uk
- use this feedback form: [Feedback form](#)
- or send a letter to the Charity's Director:

Melanie Griffiths
Director
Cloudesley
2nd Floor, 200a Pentonville Road
London N1 9JP

In your complaint, please try to set out the facts as clearly as possible, in a logical order, and include important details and dates where possible.

If you make a complaint, we will treat you with respect, and we expect you to treat our staff in the same way. We will inform you if we need to pass information on to a third party.

We will acknowledge your complaint within five working days of receiving it and will indicate when you can expect to receive a response. In most cases you will receive a full reply to your complaint within ten working days.

If you are not satisfied with the outcome of your complaint, then you can request that your complaint be referred to the Charity's Board of Trustees. The Chair of Trustees will aim to provide a full reply to your appeal within ten working days; if it is likely to take longer, we will explain why and tell you when you are likely to receive it.