

Complaints Policy

Education in Full Dunton Green is committed to upholding high-quality, professional standards to all those who use our services and to people who support us in any way. However, we know there may be times when we do not meet the high standards we always aim for. If this happens, we like to find out about it so that we can put it right and stop it happening again.

How to make a complaint

We want to make it easy for you to contact us to provide feedback or make a complaint. These are the ways you can get in touch with us:

- By e mailing The Secretary of Education in Full Dunton Green: secretary@eifdg.org.uk
- By letter: The Secretary, Education in Full Dunton Green, Dunton Green School, Dunton Green Sevenoaks. TN13 2UR
- You may wish to use our Feedback – Compliments and Complaints form and send back either by post or e mail, but this is optional. You can contact us without this, if preferred.

Please tell us what went wrong and what you would like us to do to put it right and include your name, address and contact telephone number in your e mail so that we can get back in touch easily.

What will be done with my complaint

We will try to resolve the problem straight away if we can. However, if the issue is complex, and an investigation is required, we will do the following:

- Acknowledge receipt of your complaint
- Record full details of your complaint
- Note down the relationship of the complainant to EiFDG. E.g beneficiary, donor, applicant
- Take all necessary steps to investigate the matter
- Contact you again within 10 working days of receiving the complaint to advise you of our findings or to give you an update on progress
- Continue to keep you informed until the matter is resolved to your satisfaction or until all appropriate steps (in our reasonable opinion) to resolve the matter have been taken.

What can I do if I am not happy with the response I get?

You may wish to contact the Charity Commission.

Charity Commission,
PO Box 211,
Bootle,
Liverpool,
L20 7YX.
Tel: 0300 066 9197

Website: <https://www.gov.uk/government/organisations/charity-commission>

DUNTON GREEN EDUCATION IN FULL

FEEDBACK - COMPLIMENTS, COMPLAINTS FORM

Organisations can only develop and grow if they respond to feedback from those that use their services or participate in supporting them. Education in Full aims to be transparent in its operations and welcomes feedback whether positive or negative – that is how we will learn!

In making a compliment of complaint, please include as much detail as possible including, dates, times and place, and use the back of the form if necessary. We would appreciate having your contact details, and particularly when you are making a complaint. We will respond within 10 working days

Compliment:	Date:
Complaint:	Date:
YOUR DETAILS – we would particularly like these if you are making a complaint.	
Name	
Address	
Tel. no:	E-mail:

Please send your form to:

By Email: secretary@eifdg.org.uk

By Letter: The Secretary, Dunton Green Education in Full
c/o Dunton Green Primary School,
London Road,
Dunton Green
Sevenoaks, TN13 2UP