

## Coram's Fields

### Complaints Procedure

We hope that the majority of visitors to our site and services enjoy their time at Coram's Fields however, we acknowledge that on occasions people may wish to raise concerns and/or put forward suggestions for improvements.

This policy sets out the process for raising such concerns:

1. **Informal:** In the first instance, users wishing to raise concerns should do so by contacting the office team, either by popping into the main office at the front of the site, calling on 020 7837 6138 or by writing to them on [info@coramsfields.org.uk](mailto:info@coramsfields.org.uk)
2. **Formal written complaint:** If in the event that the matter cannot be resolved informally, users should put their complaint in writing to our Chief Operations Officer Matthew Williamson by e-mail at [matthew.williamson@coramsfields.org.uk](mailto:matthew.williamson@coramsfields.org.uk) who will look into the matter further. A response will be issued within five working days.
1. **Final stage:** If you are still not satisfied that the matter has been resolved, you should raise your concern with our CEO Stuart Woods by e-mail on [stuart@coramsfields.org.uk](mailto:stuart@coramsfields.org.uk) who will investigate the matter. A response will be issued within ten working days.

In the unlikely event that we are unable to resolve the matter through the above means, you may request that your complaint is escalated to the Chair/Vice Chair of our Board for consideration and investigation. Please note that complaints will only be heard by our Board where all of the above attempts to address the concern have been exhausted.

Should you wish to raise the matter with the Board, you will need to put this request in writing to our CEO who will forward the complaint on to the appropriate Board member. Complaints made to our Board will be responded to within 20 working days.