**Credu Connecting Carers, WCD Young Carers and Gofalwyr Ceredigion Carers**

**Compliments, comments and complaints**

Credu Connecting Carers, WCD Young Carers and Gofalwyr Ceredigion Carers strive to always provide you with the best support we possibly can. Should you have any **comments**, including **compliments** about what we have done well, **complaints** about what we could have done better, or **new services** that you would like to see provided in the future please contact us, we would love to hear from you!

You can call us on **01597 823800**.

You can write to us at **FREEPOST CREDU** (no stamp or other address details needed).

You can email us at **hr@credu.cymru**

It is our aim at Credu, WCD Young Carers and Gofalwyr Ceredigion Carers to exceed your expectations, however, we know that there may be times when we do not meet our own high standards. When this happens, we want to hear about it, deal with the situation to your satisfaction, and put measures in place to stop it happening again. We are always happy to listen to your feedback to help us improve as an organisation and we are grateful for the opportunity to resolve any issues that may occur.

**Complaints Procedure**

**Step 1**

As a first step we suggest you contact the member of staff involved to see if they can resolve the situation to your satisfaction. Our members of staff will do everything they can to put things right and review procedures to prevent problems happening again. Your complaint will be recorded and a copy of our complaints procedure will be made available to you. If at this point the complaint has not been resolved to your satisfaction, we ask that you take your complaint forward to the relevant team manager or chief executive.

**Step 2**

If you feel the situation has not been resolved to your satisfaction in step 1, we invite you to take the issue forward to the relevant team manager or the organisation’s chief executive. Your contact will be acknowledged within 3 working days, the issue will be investigated, during which you may be contacted for more information, and you will receive Credu’s response to the issue within 10 working days. If you feel the complaint has still not been resolved to your satisfaction, please request that your complaint be referred to Credu’s Board of Trustees, the chief executive may also refer complaints to the Board for consideration.

**Step 3**

Complaints referred to Credu’s Board of Trustees will be considered by a panel of a minimum of three trustees, one of whom will act as a chair of the panel. You will be advised of the date of the panel meeting, which will normally occur within 28 days of the referral. You will be notified of the panel’s decision within 5 working days of its meeting. The decision of the panel is final.

We really hope that we’ve been able to resolve your complaint in an honest, open and satisfactory way. Should this not be the case there are regulatory bodies that are able to investigate our work further if required.

**Complaints regarding our fundraising**

Credu and its affiliated organisations are committed to the highest standards in fundraising practice. If your complaint is to do with fundraising and you feel that it has been unresolved by us, then the Fundraising Regulator can investigate your complaint. The regulator can be contacted by email at *admin@fundraisingregulator.org.uk* or by phone at 0300 999 3407. You must contact them within two months of receiving your response from us.

**Contacting the Charity Commission**

Alternatively, if your complaint is related to another area of our work and you do not feel completely satisfied by our response then you can contact The Charity Commission at the address below.

The Charity Commission
PO Box 1227
Liverpool
L69 3UG

Tel: 0845 3000 218