

Complaints Procedure

If you have a complaint we wish to:

- listen and learn
- put things right
- and improve our service

If you have cause for complaint regarding the service we provide, you should:

- Talk to the Activity Coordinator involved to see if your complaint can be resolved.
- If the matter is not resolved to your satisfaction, outline your complaint in writing to SELFA's Chief Officer, Emma Pears.
- We will acknowledge receipt of your complaint within 5 working days. We will give you a response to your complaint within 10 working days of this acknowledgement, or, if it will take longer, we will explain what we are doing to investigate your complaint.
- If the problem still cannot be resolved, you should write to SELFA's Chair of Trustees, Judith Holliday. The Chair will acknowledge receipt of your complaint within 5 working days. You will receive a response to your complaint within 10 working days of this acknowledgement.
- If you do not feel the problem has been satisfactorily resolved you can contact the Charity Commission, quoting the Charity Number 1169686.

Contact details

Ms Emma Pears
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Mrs Judith Holliday
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Charity Commission
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Tel: 0300 066 9197
<https://www.gov.uk/government/organisations/charity-commission>

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