



## Do you have a complaint about our services?

### If you have a concern, tell us

We welcome all feedback about our services, and we want everyone who uses them to be happy with the services we provide.

That's why, if you have a concern, we want to hear from you. We promise to deal with all complaints promptly, sensitively and confidentially, and if possible we will always try and resolve difficulties informally.

You can also contact us if you have a concern about an organization who we have referred you to.

### Stage 1: Asking us to resolve a problem

It is important for us to know if you are unhappy with an aspect of our services, so we can do our best to put it right.

Don't be afraid to raise the issue with a member of staff – they will often be able to solve the problem straight away. You should certainly expect a response from us within 3 days.

We expect our staff and volunteers to report any feedback they receive in order to improve our services where necessary.

If you are still not happy with our response, you can make a formal complaint.

### Stage 2: Making a formal complaint

There are several ways to make a complaint:

- You can email us at [complaints@toynbeehall.org.uk](mailto:complaints@toynbeehall.org.uk) or
- You can come to our reception and ask to speak to a manager
- You can write a letter and bring it to our reception. Or send it to: Toynbee Hall, 28 Commercial Street, London E1 6LS. Please mark it "Complaint: Private"
- You can use a feedback service, such as Trustpilot, if we have sent you one as part of our service
- If it's easier for you, you can record your feedback, or you can ask a friend to speak to us on your behalf.

We will be in touch with you within two days to let you know who will be dealing with your complaint, and when you can expect a full response (this will be no longer than 3 weeks). Your complaint will be treated seriously and confidentially. It will be thoroughly investigated, and you will have an opportunity to discuss the matter with the person investigating your complaint. You will be informed of the outcome of the investigation, and full reasons for any decision will be sent to you in writing. If we've done something wrong, we'll apologise fully and, if appropriate, let you know what we'll do to put things right.

### **Stage 3: Asking for a review**

If you feel that we haven't dealt with your complaint properly, or you are dissatisfied with our response, you can ask us to review the decision. Please tell us why you are not happy with our response within three weeks of receiving our response.

The review will be overseen by a member of Senior Management, who will investigate and respond to you within 3 weeks of receiving your request for review.

### **Stage 4: Using an independent adjudicator**

We hope that any concerns you have can be addressed by these processes, but we are aware you may not be satisfied with the result.

If you are still not happy, you can contact any of the organisations that fund or regulate our services, and they will decide whether we've dealt with your complaint fairly.

We can supply you with details of these on request, or you can contact the following organisations:

### **If your complaint is about debt advice:**

The Financial Ombudsman provides a free, independent service for clients to solve disputes with not-for-profit debt advice providers. They will only be able to help once we have had the opportunity to investigate your complaint, so you will not be able to contact them until you have had your final response from us, or until 8 weeks have passed since you first raised your concerns.

[How to complain \(financial-ombudsman.org.uk\)](https://www.financial-ombudsman.org.uk)

[Complaint.info@financial-ombudsman.org.uk](mailto:Complaint.info@financial-ombudsman.org.uk)

0800 023 4567 (from a landline) or 0300 1239123 (from a mobile)

## If your complaint is about Fundraising:

If your complaint is fundraising related, please contact the Head of Fundraising in the first instance by emailing [fundraising@toynbeehall.org.uk](mailto:fundraising@toynbeehall.org.uk).



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