



INSPIRING
FINANCIAL
LEADERSHIP

Complaints policy

April 2014

1 Introduction

At CFG we are committed to providing high quality services to all our stakeholders. We are delighted to hear from those who use our services and find them helpful. However we realise that there are a minority who feel they have some form of complaint about the service received and we want you to know what you can do and what will happen in such a case.

2 Will I be listened to?

We want to provide the best possible service and we always want to resolve any complaints. We will therefore read carefully what is said and respond. We will also learn any lessons that mean we need to change our procedures for the future.

3 How do I let you know?

If you are not a member of staff you can write, ring, email or fax as follows to:

Head of Membership and Support Services
Charity Finance Group
15-18 White Lion Street
London
N1 9PG
Tel. 020 7871 5467
Fax 0845 345 3193
Email complaints@cfg.org.uk

Or use the online contact form, located on the CFG website here: www.cfg.org.uk/about-us/contact-us.aspx

4 What happens then?

Your complaint will be logged by the Head of Membership and Support Services and passed on to an appropriate person to investigate and respond to you, initially within 3 working days. In most cases the complaint will be able to be resolved by the person within that time. You will be informed if it is likely to take longer than 3 working days to investigate and resolve.

5 What if I am not satisfied?

If you are not satisfied with the resolution that is proposed you can refer the matter to the Director of Services and Enterprise for further investigation:

Director of Services and Enterprise
Charity Finance Group
15-18 White Lion Street
London
N1 9PG
Tel. 020 7871 5478
Fax 0845 345 3193
Email tania.cohen@cfg.org.uk

You will hear from him/her within 20 working days of receipt of your communication.

5 If you are still not satisfied

If you are still dissatisfied with the outcome then you can appeal, in writing, to the Chief Executive:

Chief Executive
Charity Finance Group
15-18 White Lion Street
London
N1 9PG

You will hear from him/her within 20 working days of receipt of your appeal.