

## Roald Dahl's Marvellous Children's Charity complaints procedure



Roald Dahl's Marvellous Children's Charity is committed to dealing with all complaints constructively, impartially and effectively. The charity will make every effort to ensure that all complaints receive a complete, accurate and timely response and no complaint is ever disregarded.

### How you can complain?

If you wish to make a complaint in relation to anything to do with the way in which Roald Dahl's Marvellous Children's Charity operates then please get in touch:

- You can call us on 01494 890465. A member of our team will be more than happy to help. Our phone lines are open Monday to Friday from 9am to 5pm, but you can always leave a message, please remember to leave your name and a contact number, we will get back to you as soon as possible.
- You can email us at [Enquiries@roalddahlcharity.org](mailto:Enquiries@roalddahlcharity.org)
- Or you can write to us at:  
Chief Executive  
Roald Dahl's Marvellous Children's Charity  
17, Chiltern Business Centre  
63-65 Woodside Road  
Amersham  
Buckinghamshire  
HP6 6AA

When making a complaint in writing by post or e-mail please use our complaint template which you can download here. This is so we have all the information that we need to deal with your complaint quickly and efficiently.

### Our response time to your complaint

We aim to acknowledge all formal complaints within 5 working days, confirming that Roald Dahl's Marvellous Children's Charity will seek to resolve the complaint within 30 working days from the date of original receipt. In exceptional circumstances we may need more than 30 working days to gather all the information (for example, if a key member of staff is on annual leave or sick). If this happens the Charity will contact the complainant in writing outlining the situation.

### How we will deal with your complaint

- Stage 1 - Informal Resolution  
Complainant talks to the member of staff most directly involved. If the complainant is not sure who to approach, advice may be sought from the Chief Executive or a member of the Senior Management Team.

- **Stage 2 - Formal Written Complaint**  
If the complainant remains dissatisfied from Stage 1 then he/she may complete a complaints form and send to the Chief Executive. The complaint will be investigated.
- **Stage 3 - Appeal process (your complaint is referred to the Chief Executive or the Chair of Trustees)**  
If the complainant remains dissatisfied from Stage 2 and the response, he/she may write to either the CEO or the Chair of Trustees and ask for the investigation to be reviewed.
- **Stage 4 - Complaint referred to an independent Arbitrator**  
If the complainant remains dissatisfied from Stage 3 and the response received from either the CEO or the Chair of Trustees, he/she may request the appointment of an independent Arbitrator and ask for the complaint and investigation to be reviewed externally.