


# PROGRESSIO

 People powered development

## Progressio feedback and complaints procedure

Progressio is committed to establishing and maintaining good relations with all members, supporters, partners, campaigners, volunteers and members of the public in line with our core values and mission statement. We aim to be accountable for our actions and transparent about what we do.

However, we know that there may be times when we may not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again. We will treat all feedback and complaints as an opportunity to improve and where we have made mistakes we will apologise and try to prevent them from recurring.

### ***Under this procedure we will:***

- State clearly how your complaint/feedback will be handled, by whom and within a clear timeframe
- Monitor all feedback and complaints and use this information to help us improve
- Treat all complaints confidentially, where possible, and in accordance with the Data Protection Act
- Notify you of the result where an investigation is necessary and give details of any right to appeal

## How to give feedback or make a complaint

### ***In the first instance:***

The most effective way to give feedback or to make a complaint is to contact the person who you have been dealing with directly. You will both understand the context and a complaint may be quickly and satisfactorily resolved.

### ***If you feel the above is not applicable:***

If you wish to formalise your feedback or complaint you may either:

- Email to: [complaintsandfeedback@progressio.org.uk](mailto:complaintsandfeedback@progressio.org.uk)
- Or write to: Administration Manager, Progressio, Units 9-12, The Stableyard, Broomgrove Road, London SW9 9TL, UK

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

We will acknowledge your communication within 5 days of receipt and endeavour to reply fully within 20 working days. Wherever possible we will deal with your communication more quickly, but if we think it may take longer we will let you know. Our response will be in writing, clearly stating the outcome of any investigation.

***What if you are unhappy with the response?***

If you feel our response has not addressed your concerns you may contact our Chief Executive at the address above, and request further investigation. You should put this in writing and clearly state what you feel has not been addressed in the previous reply. The Chief Executive will provide a full response within 10 working days from receipt of your letter.

***If we have been unable to satisfactorily resolve your complaint:***

You may wish to contact an independent body.

Progressio is a member of the Fundraising Standards Board (FRSB) and is committed to the highest standards in fundraising practice. If your complaint is to do with fundraising and you feel that it has not been resolved by us then the FRSB can investigate your complaint. You must contact them within two months of receiving our response to your original complaint.

Fundraising Standards Board  
Hampton House  
20 Albert Embankment  
London  
SE1 7TJ  
Tel: 0845 402 5442  
[complaint@frsb.org.uk](mailto:complaint@frsb.org.uk)

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.

Charity Commission Direct  
PO Box 1227  
Liverpool  
L69 3UG  
0845 3000 218  
[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)