

Complaints Procedure

We are really sorry if anyone feels that we have let them down and they have cause to complain. We hope by following this accessible, open and transparent procedure we will be able to resolve this to your satisfaction and in a reasonable time frame.

Please follow the stages in our Complaints Procedure as we believe this is the best way to quickly resolve complaints to everyone's satisfaction.

Stage 1

If you have cause to complain about something we have done, or not done, could we ask in the first instance you contact Sandra Stockwell, our Head Office, Office Manager

Please either ring, write or email Sandra and explain your complaint to her. Ideally it would be good if you ring Sandra to discuss the issue informally with her, and if at all possible resolve the issue at that time. If the complaint cannot be resolved at the time, Sandra will endeavour to do so within five working days.

If you prefer to put your complaint in writing please allow Sandra 5 working days from receipt of your letter/email to respond.

Stage 2

If you have not been able to resolve the complaint to your satisfaction you can ask for the matter to be referred to our Chief Executive, Mike Griffin. Please do so in writing stating both your original complaint and why you feel Roger has been unable to satisfactorily respond to it.

Mike will respond to you within ten working days.

Stage 3

If the response is still unacceptable you may ask for the complaint to be raised with the Board. Please make contact in writing providing the following information:

- Full name, address and telephone number.
- A full description of the complaint and a description of how to resolve the complaint.
- Copies of any relevant documentation that should be considered as part of the complaint investigation.

Within 14 days of the formal grievance, the board will make a finding and respond to the complainant in writing.

A Christian charity sending tools across the world

Tools with a Mission, 2 Bailey Close, Hadleigh Road Industrial Estate, Ipswich, IP2 0UD

t: 01473 210220 e: post@twam.uk twam.uk

Registered charity No: 1104903 (England and Wales) SC044069 (Scotland)

A company limited by guarantee and registered in England no: 5114575

TWAM

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Stage 4

If you are still feel the complaint has not been resolved to your satisfaction you will be advised of the details of the relevant regulator, e.g.: The Fundraising Regulator.

How to complain:

Stage 1

Sandra Stockwell
Office Manager

Post: Tools with a Mission
2 Bailey Close
Hadleigh Road Industrial Estate
Ipswich
IP2 0UD

Phone: 01473 210220

Email: sandras@twam.uk

Stage 2--3

You may request the contact details of the Chief Executive from Roger should he not have been able to satisfactorily respond to your complaint within the time frame given.

You may request contact details of the board from the Chief Executive should he not have been able to satisfactorily respond to your complaint within the time frame given.

We are genuinely sorry when someone has cause to complain and hope this clear approach will enable us to quickly resolve the issue.

If your complaint is about the Office Manager you may miss out stage 1 and contact the Chief Executive in writing to the address above.

If your complaint is about the Chief Executive you may miss out stage 1 and 2 and contact the board in writing to the address above.

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