

Play Action International

Complaints Policy



Play Action International is committed to delivering a high standard of service to anyone who engages with our work. We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at East African Playgrounds knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Step 1

Contact the person who provided the service. We hope to sort out most problems informally and on the spot. Alternatively, call us on 01908 326303, email us on hello@playactioninternational.org or write to us at the following address: Play Action International, Challenge House, Sherwood Drive, Bletchley, Milton Keynes, MK3 6DP We will acknowledge and provide an initial response to your feedback within 10 working days of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will let you know.

Step 2

If you are not happy with the response you receive, you can escalate your complaint to Play Action International CEO, Murielle Maupoint at murielle@playactioninternational.org. Please give details of the complaint and why you have not been satisfied with our response up to now. Murielle will consider the matter in more detail and will consult with the Trustee Board if required. We will let you know within 10 days when you are likely to receive a full response.

Step 3

If you are still not happy with the outcome, you can escalate your complaint further. If your complaint is to do with fundraising and you feel that it has been unresolved by us then the Fundraising Regulator can investigate your complaint. You must contact them within two months of receiving your response from us.

Contact can be made via their website www.fundraisingregulator.org.uk/, telephone: 0300 999 3407, or by post at Fundraising Regulator, 2nd Floor, CAN Mezzanine, 49-51 East Road, London, N1 6AH.

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 by telephone on 0845 3000 218 or through their online contact form <https://forms.charitycommission.gov.uk/enquiry-form/>.