Complaints Policy

Europia aims to be a learning organisation. We want to find out what we are doing well and what we are doing badly - so that we can do even better in the future. So we welcome feedback from our service users, volunteers, clients, staff members and suppliers. Let us know how you have found our service.

If you are puzzled or concerned by the way we have treated you, you may ask us for an explanation before deciding whether to make a complaint.

You may make a complaint about any aspect of our service regardless of whether you have asked for an explanation first.

If you wish to make a complaint, we have a simple procedure, which we will be happy to tell you more about.

As an Equal Opportunities organisation, we aim to treat everyone on their merits - irrespective of age, disability or impairment, race, ethnic or national origin, gender, marital status, sexuality, immigration status, physical or mental health issues, dependants or class. If you believe we may have discriminated against you on such grounds, we would be very concerned and would welcome the chance to investigate your complaint thoroughly.

At Europia we strive to conduct ourselves in a friendly, professional, approachable, ethical and fair manner. If this has not been the service you have received, please get in touch with us as soon as possible so that we can investigate and resolve the situation or rectify the error where there has been a fault on our behalf.

Complaints Procedure

Step 1: If you are puzzled or concerned by the way we have treated you, you may speak or write to the staff member who has been dealing with you to ask for an explanation before deciding whether to make a complaint. Where possible, the staff member will offer an explanation on the spot. Where that is not possible, send your complaint to support@europia.org.uk. We aim to contact you within **five working days** but please allow **up to fourteen days** to hear back from us.

Step 2: If you feel you have not resolved the issue and wish to make a formal complaint, please write to the CIO (kush.c@europia.org.uk) setting out your concerns. If your complaint is about the CEO, then address your letter to the trustees (trustees@europia.org.uk). In either case, send your letter to Europia, St. Thomas Centre, Ardwick Green North, Manchester M12 6FZ and mark your letter Private and Confidential.

If you would have difficulty writing a letter, then ask one of the Europia team members to help draft the letter or take down your statement.

We will either give you a written answer within **seven working** days or explain the cause for any necessary delay and explain when you can expect an answer.

Step 3: If the problem has not been resolved you can write to the Charity Commission.