



## Complaints Policy

**PSPA is committed to providing a high standard of service to all our supporters.**

However, we accept that sometimes we will not always get it right and we therefore welcome and value constructive comments and criticisms. If you have a complaint we will aim to resolve it as quickly and efficiently as possible in a personal, fair and confidential way.

### If you have a complaint

You can either:

- Call our office on 01327 322410
- Email us at [info@pspassociation.org.uk](mailto:info@pspassociation.org.uk)
- Write to us at PSPA, Margaret Powell House, 415a Midsummer Boulevard, Milton Keynes, MK9 3BN

### What we will do

- If you make a complaint by telephone, we hope to be able to resolve the complaint during the call
- If this is not possible, we will endeavour to let you know how long it will take us to resolve it
- If you make a complaint by email or post we will acknowledge receipt of your complaint within 5 working days
- We will advise you of the outcome of your complaint within 20 working days of the date we received your complaint.

### When we look into your complaint, our purpose is to:

- Establish exactly what the problem is and how it occurred

- How it has affected you
- What steps will be taken to put the matter right
- Ensure you receive an apology where this is appropriate
- Ensure the problem does not happen again.

We sincerely hope that you will be satisfied with the outcome of your complaint. However, if this is not the case please let us know and we will escalate the matter further. We will update you on progress made within 25 working days. If for any reason an extension proves necessary we will let you know.

### Further action

If you are still unhappy, and your complaint is in regard to our fundraising you can contact the Fundraising Regulator who will independently investigate your complaint. You contact them on their website: [www.fundraisingregulator.org.uk/make-a-complaint/complaints](http://www.fundraisingregulator.org.uk/make-a-complaint/complaints)

The Fundraising Regulator is the independent regulatory body for UK fundraising. They work with charities to encourage commitment to and compliance with best practice in fundraising. They do this to help encourage the public to give with confidence to charity.

Find out about our [Supporter Promise](#)