

## **Our Complaints Policy**

Chapter 1 is committed to delivering a high standard of service to anyone who engages with our work. We have a comprehensive Complaints Policy which we are happy to supply on request. The following is a summary of that policy.

We are keen to hear from anyone who believes we have fallen short of the high standards we set ourselves. You can provide your feedback by phone on 0207 593 0470 email [mail@chapter1.org.uk](mailto:mail@chapter1.org.uk) or, alternatively, you can write to the following address:

**Chapter 1**  
**2 Exton Street**  
**London**  
**SE1 8UE**

Formal complaints will be acknowledged within 2 working days of receipt of the complaint. The investigation should not take more than 20 working days to complete but if, due to exceptional circumstances, there are any delays, you will be informed of this and given a new timescale. You will be informed of the outcome within 2 working days of the decision being made.

If you are not happy with the response you receive, you can escalate your concerns to the **Independent Housing Ombudsman** who will consider the matter in more detail.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can ask the **Fundraising Standards Board**, the self regulator for fundraising in the UK, to consider it by:

- submitting your complaint through the FRSB website [www.givewithconfidence.org.uk](http://www.givewithconfidence.org.uk)
- writing to Fundraising Standards Board, 65 Brushfield Street, London E1 6AA, or
- calling – 0333 321 8803.

Chapter 1 is a member of the Fundraising Standards Board and we agree to abide by its decisions. Please note that the Fundraising Standards Board can only consider complaints received within 3 months of the original incident.

The Fundraising Standards Board will investigate your complaint within **20 working days** of receiving it and if you are not satisfied with its conclusions, you can request that their Board of Directors look at it again. Their decision will be made within **60 calendar days**, will be final and will be made public.