

## **Maddy's Mark Complaint Policy**

### **How To Make A Complaint**

Maddy's Mark is committed to providing high quality charitable services to everyone we encounter. To do this to the best of our ability, we need you to give us feedback on our services and communications and to tell us when things go wrong. We treat all complaints seriously, respond to them promptly and learn from them so we can continually offer the best service possible.

Complaints should be in writing setting out as much detail as possible and advising how to we can make contact.

Complaints should be raised as soon as possible after the perceived concern as delay in bringing a complaint may inhibit any potential investigation.

In most cases (unless there is a formal time scale under another policy or by law) we will endeavour to respond to a complaint within 14 days and the response will also address any issue of confidentiality.

E-mail: [admin@maddysmark.co.uk](mailto:admin@maddysmark.co.uk)

Post: Maddy's Mark, York House, Mill Lane, Petersfield, Hampshire, GU32 2AJ

Thank you on behalf of the Maddy's Mark team.