

Feedback Policy and Procedure 2023

Our commitment to you

IntoUniversity is committed to providing our service users with a quality programme of services and to continuously strive to improve those services.

As a charity we work with other service providers, schools, universities, volunteers, funders, and many other partners, supporters or stakeholders.

We welcome comments from our service users or partners who feel that we have got things right. Compliments and thanks to staff who have been particularly helpful will be passed on.

However, we recognise that there may be occasions when you are not happy with aspects of our service provision. All partners or users of the services should feel able to express their dissatisfaction or complaint about any aspect of their IntoUniversity experience, and seek resolution.

How to make a complaint

If you are not happy about a service that you receive, please follow this course of action:

TALK

Where appropriate, it is often best to talk with the individual(s) concerned.

If your concern is unresolved at this stage, or if this is not appropriate.

MAKE AN APPOINTMENT

If you would like to make an appointment to see a member of the charity's leadership team, you should call IntoUniversity Head Office on 02072430242 and ask to speak to a member of the Senior Leadership Team.

The member of the charity's leadership team will meet with you to discuss the issues you want to raise, and will keep you informed of the outcome within one month of the meeting.

If your concern is unresolved at this stage

PUT THE DETAILS OF YOUR COMPLAINT IN WRITING

Your complaint should be sent with the subject heading *FAO: Chief Executive to feedback@intouniversity.org*. Where the complaint relates to the Chief Executive, the subject should instead be *FAO: Chair of Trustees* at the above address.

Your complaint will be addressed by a member of the Senior Leadership Team, who will investigate the matter. Where your complaint concerns a member of the Senior Leadership Team, it will be addressed by the Chief Executive. Where your complaint concerns the Chief Executive, it will be addressed by the Chair of Trustees or their representative.

Your correspondence will be acknowledged within ten working days, and you will be kept informed of progress. Where appropriate, the individual investigating your complaint may ask to meet with you if you would like to do so. A written response will be provided at the end of the investigation, explaining the findings and any action taken or proposed. This written response should be received within six weeks of the meeting.

Acting on results

We will do everything we can to put things right and will monitor and review our procedures where necessary to stop problems happening again.

Your voice

We hope you agree that most of the time we do provide a good quality service. We value all feedback from our service users and would also like to hear from you about what you think we do well.