



## **DMTFYP Complaints Procedure**

We take all concerns and complaints seriously as they provide us with opportunities to improve and maintain the high standards we strive to achieve.

We recognise that we sometimes get things wrong. Your feedback will help us to resolve mistakes faster and learn how we can do things better to improve quality and customer satisfaction.

### **What is a complaint?**

DMTFYP defines a complaint as “an expression of discontent by a person or persons receiving a service from the charity that cannot be immediately resolved at point of delivery, and about which the complainant desires a follow-up action is taken and a response provided”.

Fundraising complaints are further defined as "an expression of dissatisfaction at any aspect of DMTFYP’s fundraising activities including administrative practices or procedures and acts carried out by third party suppliers".

### **Who can raise a complaint?**

DMTFYP’s Complaints Procedure is available to those who use the Foundation’s services, undertake volunteering including voluntary fundraising and our local project/charity partners.

You should share your concerns or register a complaint if you are dissatisfied with any aspect of our services or activities.

### **What will happen after I complain?**

We will acknowledge your complaint within five working days of receipt and we will tell you who will be dealing with the matter and when you can expect a full response.

Wherever possible, DMTFYP will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will usually only be shared with those who need to know in order to help resolve it. There may however be occasions when we cannot provide absolute confidentiality. This may for example arise in circumstances where a child or vulnerable adult may be at risk of harm. In these circumstances any relevant information will be shared with others concerned in the safety and welfare of service users.

We will handle information in line with the Data Protection Act 1988 and GDPR 2018.



### **Further help with making your complaint**

You can make your complaint using your preferred method and format of communication. DMTFYP will also arrange appropriate support, translation or interpretation services to ensure equal access to this procedure for all.

You may seek support from a relative, friend or advocate. For further support or advice about this procedure, please contact the Director.

### **How can you get in touch?**

You can get in touch with us:

By phone: 020 7605 7733

By email: [comms@dmfyp.org](mailto:comms@dmfyp.org)

Contact us by post or in person:

DM Thomas Foundation for Young People,  
179-199 Holland Park Avenue,  
London, W11 4UL, United Kingdom.

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily. If possible, please tell us what you would like as an outcome of your complaint.