



Complaints procedure

Do you have a complaint about DM Thomas Foundation for Young People?

There may be times when you feel that DM Thomas Foundation for Young People (DMTFYP) has fallen short of our usual high standards of service. If you have a complaint about DMTFYP, our work and services, we will seek to try and resolve the matter with you and, put measures in place to stop it happening again, if possible.

We take all complaints seriously and we treat them as an opportunity to develop. We are always happy to receive comments, feedback and suggestions, and will follow the procedure set out below whenever we receive any expression of dissatisfaction about our work, or that of our members.

How can you get in touch?

You can get in touch with us:

By phone: 020 7605 7733

By email: [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.

How long will it take?

If you complain by email or in writing we will acknowledge your complaint within five working days.

We will do everything we can to review and respond to all complaints within 20 working days. If this is not possible, we will explain why and give a new deadline.

What we will do

If you are still unhappy with the response then you can write to our trustees at the address given above, who will provide a final decision on the complaint.

We hope that we will be able to resolve your complaint in a satisfactory way. However, if you do not feel completely satisfied by our response then you may decide to contact the Charity Commission.

Confidentiality

We will keep in complete confidence all information provided to us in the course of our complaints procedure, unless you agree otherwise.

We will publish in our annual report the number of complaints considered in that year, and what action we have taken as a result.

The scope of our complaints procedure

Although we are happy to receive your feedback we may choose not to respond to complaints that are:

- About something to which we have no connection;
- Pursued unreasonably. If we have already responded we will provide information on the next stage of the escalation process but may choose not to reply again;
- Obviously abusive, prejudiced or offensive in their manner;
- Incoherent or illegible;
- Clearly sent to us and numerous other organisations as part of a bulk mailing or email;
- Made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

We also appreciate that in certain circumstances a complaint should be stopped if it has become unhelpful to you as the complainant and to us.

Our promise

We will do our best to fix problems and address your concerns promptly. We will always treat you with courtesy and respect, listen to what you say and keep you informed about our progress.