

Front Line Naval Chaplains

Complaints Procedure

Updated 31 Jan 2021

Introduction

Front Line Naval Chaplains is a Charitable Incorporated Organisation with the registered charity number 1187195. Our registered office is: 99 Eggbuckland Road, Plymouth, PL3 5JR. We aim to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

If things go wrong

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with Front Line Naval Chaplains.

If you are unhappy about anything we do, please tell us. If you are unhappy with an individual who is acting on behalf of the charity sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then email the trustees. Our email address is frontlinebish@gmail.com. Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chair of Trustees at our registered address. (If your complaint is about the Chair of Trustees, please write to our Patron.) All written complaints will be logged. You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered. If after we have responded you are not satisfied, please inform the Chair of Trustees (or the Patron if your complaint is about the Chair of Trustees) who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

And finally

Finally, please do also let us know if you are happy with our services.