



Challenges
Worldwide

Challenges Worldwide External Complaints Procedure

Challenges Worldwide core values are to work, both externally and internally with integrity, openness, honesty, accountability, inclusiveness, diversity and equality of opportunity.

It is our policy to address any complaints received regarding services we provide, members of staff, volunteers or the administration of Challenges Worldwide, efficiently and in a timely manner.

Commitment

We aim to provide consistently high levels of service. You can expect that in dealing with Challenges Worldwide that:

- You will be treated with respect and courtesy
- Your enquiry will be dealt with promptly and efficiently
- You will have full access to the advice and guidance you require
- Should you be dissatisfied with the service you experience, this will be addressed in order to maintain our commitment to all service users.

Complaints Procedure

We recognise the need for a public process for volunteers, clients and other users of Challenges Worldwide services to voice their concerns and express complaints. Your feedback and comments are important to us and we will always try to address your concerns directly with you.

Should you feel that the matter necessitates a written complaint, or we have not resolved your issue, please follow the procedures outlined:

Complete our [External Complaints Form](#), outlining the nature of your complaint.

This should be addressed to the Director of Accounts Management, Dory McIntosh in the first instance following the instructions within the [External Complaints Form](#).

This will be logged and the appropriate manager notified who will work to resolve the matter. Your complaint will normally be acknowledged within 5 working days of receipt however, we may seek further information from you at this stage regarding the circumstances of the event. We will normally respond to you within 15 working days. However, where it is not possible to do this, we will advise you of progress and when a response is likely.

If you are not satisfied with the outcome, you will have the right of appeal to the Chief Executive who will consider all facts. The outcome of the appeal will normally be communicated to you within 15 working days. Where this is not possible, we will advise you of progress and when the outcome of your appeal is likely.

Further Questions or Guidance

If you have any questions or require any assistance with this procedure, please contact Dory McIntosh, Director of Accounts Management Dory.McIntosh@challengesworldwide.com