

## Complaints Procedure

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

## Who can complain?

Anyone who is:

- Receiving a service from the SEACAF CIC
- Caring for someone who has a complaint;
- Has been refused a service which they think they may need.

## How to complain

SEACAF CIC would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact SEACAF CIC via the website ([st-eval.org](http://st-eval.org)) and, if you are able, speak to a director who will try to sort the matter out. (Directors' names are posted on the SEACAF noticeboard and on the webpage)

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not require an informal solution, you may pursue a formal complaint in writing direct to The Secretary, SEACAF CIC, 750 Orion Drive, Wadebridge, Cornwall. PL27 7TU, where it will be presented to the Board of Directors.

Acknowledgement of your complaint will be made within 5 working days and a written response provided within 14 working days.

If after making a complaint you are still dissatisfied, you have the right to take your complaint to the CIC regulator

CIC Regulator  
Room 3.68  
Companies House  
Crown Way  
Cardiff  
CF14 3UZ

Email [cicregulator@companieshouse.gov.uk](mailto:cicregulator@companieshouse.gov.uk)

24-hour voicemail service 029 2034 6228