



BRITISH ASIAN TRUST

TRANSFORMING LIVES TOGETHER

Complaints policy

The British Asian Trust aims to maintain high standards in all of its work but we recognise that we can sometimes get things wrong, despite our best intentions. We are committed to establishing and maintaining good relations with all supporters, donors, partners, volunteers and members of the public and we aim to always treat people with respect.

Our Policy is:

- To provide a fair complaints procedure which is clear and easy to use.
- To publicise our complaints procedure so that people know how to make a complaint.
- To make sure that all complaints are investigated in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

Our commitment to you

- We will treat complaints seriously.
- We will always treat you with courtesy and fairness in your dealings with us.
- We will treat your complaints with sensitivity, discretion and understanding.

Your feedback matters to us

At the British Asian Trust, we openly welcome feedback, comments, suggestions and complaints. We actively encourage you to contact us with your feedback, whether good or bad. Complaints are especially important to us as they may help us to see where our procedures or activities might be improved.

Without your feedback on these occasions we would not be able to improve the service we offer to you in the future, and therefore we value and take seriously any feedback you provide.

How to complain

If you have a complaint you can contact us by phone, email or letter. To help us investigate and address all complaints, we ask you to provide us with as much information as possible.

- The reason for your complaint
- Where and when what you're complaining about happened
- The name(s) of anyone involved (if known)
- What outcome you are hoping for
- Your contact details (name, address, daytime telephone number and/or email)

You can call us on 020 7024 7149 or email changes@britishasiantrust.org

If you would prefer to write, please send your complaint to:

British Asian Trust
Colour court
St. James's Palace
London
SW1A 1BA

We hope that we are able to address your concern quickly and to your satisfaction. However, if you don't hear from us within 14 days, or are not satisfied with the response you receive, then you can contact the [Fundraising Regulator](#) with your concerns.



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The Fundraising Regulator is an independent non-statutory body, responsible for setting and maintaining the standards for charitable fundraising in the UK and will adjudicate on issues that may arise between members of the public and fundraising organisations.

The Fundraising Regulator can only mediate on complaints about fundraising. If your complaint relates to something else, please contact us directly as outlined above.

Please be aware that while we always listen to complaints and respond with respect, we may not always be able to make changes. If we cannot, we will explain why.