Rukungiri Orphan Partnership (ROP)

007 - Complaints Procedure

The Charity is founded on Christian Principles and aims to carry out its mission faithfully, be trustworthy in all its dealings and treat all its sponsors with care and respect.

We believe we achieve this most of the time: if we are not getting it right please let us know.

If you wish to raise a query or have a complaint, in the first instance please contact Judy Cave or Sue Read either by telephone or in writing (number on the Privacy Policy). We will aim to give you a response within 5 working days.

If you are not satisfied with our response or wish to raise the matter more formally, please write to The Chair of the Trustees, who will report the matter to the Trustee Board to discuss the issue. You will receive a written acknowledgement within 5 working days. All written complaints will be logged.

The aim is to investigate your complaint properly and give you a full 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.

Date of Change:	Changed By:	Comments: