

## CURE International UK Complaints Procedure

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

### How to get in touch

Please contact our Complaints Officer, Flora Gibbons who will endeavour to deal with your complaint respectfully and thoroughly. If our Complaints Officer is unable to deal with your complaint, the issue will be escalated to CURE International UK'S Chief Executive, H  l  ne Frost.

- You can call on 0207 304 4784. Our phone lines are open Monday to Friday from 9am to 5pm. Outside of these hours you can always leave us a message and a contact number and our Complaints Officer will return your call before midday the next working day.
- You can email at [flora.gibbons@cureinternational.org](mailto:flora.gibbons@cureinternational.org)
- Or you can write to us at:

Flora Gibbons  
CURE International UK  
The Royal College of Surgeons  
35-43 Lincoln's Inn Fields  
WC2A 3PE

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

### What happens next and how long will it take?

We endeavour to respond fully and conclusively to all complaints within ten working days. However, you will receive an acknowledgement of your complaint within the first 5 days of receipt. Wherever possible we will deal with it more quickly, if we think it will take longer we will let you know.

You can contact us in whichever way is most convenient to you and we will respond to you via the same method unless instructed otherwise.

In more complex situations where an immediate response is not possible, we will investigate the matter and get back to you as quickly as we can. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

In all cases a complaint will be given full and fair consideration.

## What we will do on receiving your complaint

- We'll listen, record your complaint and advise you how it will be handled.
- We'll investigate whenever necessary.
- We'll take action to resolve the problem and tell you what that action is
- We'll take steps to avoid a repeat occurrence.

At all times we will treat you with understanding and respect. All we ask is that you do the same for our staff.

Confidential information in relation to your complaint will be handled sensitively.

We are not able to respond to anonymous complaints or matters for which the Charity is not directly responsible.

**CURE International UK is committed to the highest standards in fundraising practice.**

If you feel your complaint has not been thoroughly resolved by our Complaints Officer, you may escalate your complaint in writing to CURE International UK's Chief Executive, H  l  ne Frost.

If your complaint is to do with fundraising and you feel that it has been unresolved by us then the Fundraising Regulator can investigate your complaint.

You must contact them within two months of receiving your response from us.

Contact can be made via the online [complaints form here](#) or via telephone: 0300 999 3404

Alternatively, if your complaint is related to another area of our work and you do not feel completely satisfied by our response then you can contact The Charity Commission at the address below.

The Charity Commission

PO Box 1227

Liverpool

L69 3UG

0845 3000 218

[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)

## Our pledge

We will treat any complaints made as a serious matter and as an opportunity to improve our practice.

We will acknowledge any mistakes that we have made and provide a sincere apology and take measures to prevent them from happening again in the future.