**Betknowmore UK**

**External Complaints Procedure**

**Reviewed July 2025**

1. **Introduction**

We are committed to providing a high-quality service to all our stakeholders including clients, partners and users of our services. When something goes wrong, we encourage you to tell us about it. This will allow us to put things right for you and to help improve our service for others in the future.

1. **Making a complaint**

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve our service. We treat all complaints in confidence.

1. **How you can make a complaint**

You can complain by sending an email to us at [info@betknowmoreuk.org](mailto:info@betknowmoreuk.org), or you can send a written complaint by post to Betknowmore UK, c/o Voluntary Action Islington, 200A Pentonville Road, London, N1 9JP.

1. **How we handle complaints**

Our Head of Support Services will initially review the complaint. We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it. We will keep you informed about the progress of the investigation. We aim to have all complaints completed within 28 working days unless we agree a different timescale with you.

1. **Time limits**

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than 12 months later, we may not be able to investigate properly. Consideration will, however, be given as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

1. **If you are dissatisfied with the outcome**

At this stage, if you are still not satisfied, you should contact us again and we will arrange for a Director or Trustee with no prior involvement to review the initial decision. We will write to you within 28 days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.

1. **If you are still dissatisfied at this stage**

If you are not happy with how the Betknowmore UK has dealt with your complaint, you will need to contact the relevant regulator; more information about how to do this can be found here: <https://www.gov.uk/complain-about-charity>