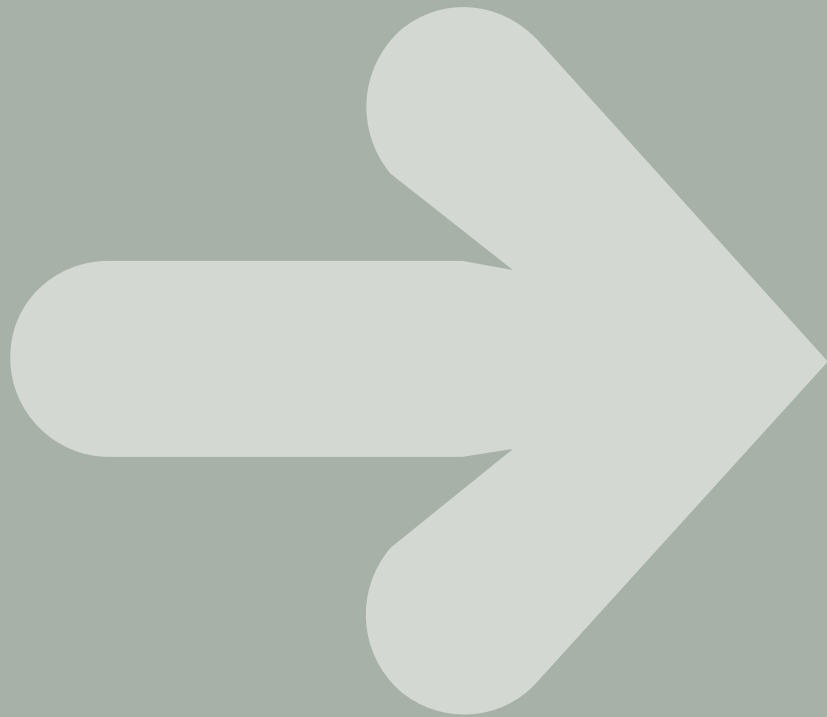


Our complaints procedure

UnLtd*



- 1.** The purpose of UnLtd's Complaints Procedure is to investigate complaints made by individuals, to resolve the issues raised, and to enable us to learn from any mistakes and to improve our services. All complaints are taken seriously.
- 2.** The Complaints Procedure is designed to try and resolve complaints locally to the satisfaction of the person complaining. If you have a complaint you should telephone or write to the Awards Director for your area. Please see the contact details on the reverse of this page.
- 3.** The Awards Director will deal with your complaint promptly and you should receive an acknowledgement of your complaint within 5 working days of it being received.
- 4.** The Awards Director may need a little time to investigate the matter which are raised but usually you will receive a reply within two weeks.
- 5.** If, having received a reply from the Awards Director, you are still not satisfied you should write to the Chief Executive of UnLtd at UnLtd's National Office.
- 6.** The Chief Executive will acknowledge receipt of your complaint within 5 working days. He will then investigate your complaint and will reach a decision on action to be taken, usually within two weeks. He will write to you to let you know his decision.
- 7.** The decision of the Chief Executive is final. He will also report all complaints to the Board of Trustees every three months and they may choose to review both the complaint and the Chief Executive's decision.
- 8.** There is no right of appeal against decision taken by the Board of Trustees on individual applications for awards.
- 9.** If at any stage your complaint is upheld we will apologise and provide an explanation. We will also provide an assurance that the same thing will not happen again and take action to put things right.

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Westgate
Bradford
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Telephone
01274 750 630
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London, South East and East

123 Whitecross Street
Islington
London
EC1Y 8JJ

Telephone
0207 566 1120
Fax
020 7566 1101

Northern Ireland

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EH3 7EH

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Wales

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Alexandra Place
Ford Pengam
Rover Way
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CF24 2SA

Telephone
029 2089 4774
Fax
029 2089 4776

UnLtd National Office

123 Whitecross Street
Islington
London
EC1Y 8JJ

Website
www.unltd.org.uk

Telephone
020 7566 1100
Textphone
020 7566 1102
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