



Everything's 13 Complaints Procedure

We at Everything's 13 do our best to act with the highest standards. We appreciate that this will not always be possible but it is important that we are informed when there are issues and that we take prompt action to resolve any complaints.

This Complaints Procedure is intended to apply when any donor, supporter, individual or company anywhere in the world wishes to make a complaint.

Complaints should be made by email to complaints@everything's13.org, setting out details of the complaint and the action sought ("the Complaint").

A trustee will send a written acknowledgement of the Complaint within 7 days.

A trustee will review the complaint, investigate the complaint and send a written response to the complaint within 21 days of the complaint ("the Response").

If the complainant is not satisfied with the Response, the complainant has 7 days to appeal, by sending written correspondence to complaints@everything's13.org ("the Appeal").

A different trustee will send a written acknowledgement of the Appeal within 7 days.

The trustee will then review the complaint, the written response and the Appeal, investigate and send a written response to the Appeal within 21 days of the Appeal.

The outcome of this letter will be final.

If the complainant remains dissatisfied then the complainant can write to the Charity Commission.