

Your voice: our complaints procedure

At MensCraft, we want to foster a positive environment where people feel valued and heard. We recognise that sometimes things go wrong and when they do, we will work to try to find a resolution.

How to make a complaint

You can let us know that you would like to make a complaint in any of the following ways:

- By talking to us: please speak to any member of staff or ask to speak to a member of the Management Team
- Email: admin@menscraft.org.uk
- Telephone: 0800 208 8382
- Letter: Marked Confidential, MensCraft, 35 Bishopgate, Norwich NR1 4AA

Please make sure that we have your contact details so that we can respond.

The person who receives your complaint will log it and make sure that it is passed to the most appropriate person. You will be sent an email or letter confirming that the complaint has been received and telling you the name of the person who is dealing with your complaint.

Timescales and response

Our target time to acknowledge a complaint is three working days.

For straightforward issues, if we can give a full response to the complaint within three working days, we will endeavour to do so.

If the complaint needs further investigation, we will promptly act and give you a further response within 10 working days, giving you an estimate of the timescale when we anticipate being able to respond.

We will aim to keep you updated on the progress of any investigation. Once the issue is resolved, we will advise you of the outcome with clear evidence-based reasons unless this is not permitted for legal, confidentiality or privacy reasons.

If you're not satisfied with the outcome

If you're not happy with how we have resolved your complaint, you can contact:

- [The Charity Commission](#) - for complaints if you have a serious concern about our work
- [The Information Commissioner's Office \(ICO\)](#) - for complaints about the use of your personal information.

Acting on results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.