

## Talk The Talk Complaints Procedure

Talk The Talk aims to provide a service which meet your needs. We believe we achieve this most of the time, but if we are not getting it right, please let us know.

To ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with Talk The Talk.

If you are not happy with Talk The Talk please tell us. If you are unhappy about any of Talk The Talk's services, please speak to the Talk The Talk Director. If you are unhappy with an individual in Talk The Talk, sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, then speak to the Talk The Talk Director.

Often, we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days of receiving your complaint.

### Making a written complaint.

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Talk The Talk Director. If your complaint is about the Director, please write to the Chair of Trustees. All written complaints will be logged. You will receive a written acknowledgement within three working days of our receipt of your written complaint. The aim is to investigate your complaint properly and give you a reply, ideally, within ten working days, setting out our findings and, if upheld, how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair of Trustees explaining the reason you believe the decision is incorrect and citing evidence to support your statement. The Chair will report the matter to the next meeting of the charity's Trustees, who will decide on any further steps to resolve the situation. We would aim to provide a response from the Trustee Board with two months of receiving the appeal.

Finally, please also let us know if you are happy with Talk The Talk services.

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### Contact Details

Director | Mark Farmer | 01981 580015 | [mark@talkthetalkuk.org](mailto:mark@talkthetalkuk.org)

Chair of Trustees | Liz Lloyd | [info@talkthetalkuk.org](mailto:info@talkthetalkuk.org)

Talk The Talk, 5<sup>th</sup> Floor, Mariner House, 62 Prince Street, Bristol, BS1 4QD

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We are committed to reviewing our policies and good practice annually.

This policy was last reviewed and updated on 01.07.23.

It was adopted by the trustees at their meeting on 12<sup>th</sup> July 2023.

This policy is due to be reviewed in July 2024



**Liz Lloyd**  
**Chair of Trustees**  
**13.07.23**