

Customer Complaints Procedure –A-13

All complaints are taken seriously by TM and are recognised as part of the process towards improving the quality of our service. Complainants are kept informed of the progress and outcomes of their complaints.

If you wish to make a complaint about any aspect of TM services or any of its staff/volunteers, then you should follow the procedure below.

1. If possible, try to resolve the situation with the person involved or with another member of TM staff who may be present.
2. a) If your complaint is against the TM CEO please follow the procedure from number 5 below.

b) For all other complaints write to or call:

Yvonne MacNamara, CEO
The Traveller Movement
40 Jeffrey's Road,
Stockwell,
London,
SW4 6QX

3. Please provide your name, address and telephone number (if applicable) and details of your complaint, together with times date, location, those involved and the action you would like TM to take.
4. You will receive a reply from the CEO within 14 days. If you are not satisfied with the response, please contact the Chair.
5. If you are not satisfied with the reply or your complaint concerns the TM CEO, please contact TM offices (as above). A complaints form will then be sent to you.
6. Complete the form and return it to: Pauline Anderson, The Chair, at the above address and mark the envelope 'Private and Confidential'. You will receive a reply within 14 days.
7. TM allows the support of a friend, or other person of your choice, to write the complaint on your behalf.
8. If you are still not satisfied with the reply you receive, you should telephone or write to the CEO who will advise you of the name and address of the funding body of that TM service. Your complaint may then be directed that funding body.