



The Melanesian Mission
21 The Burlands, Feniton, Honiton, EX14 3UN
Executive Officer: Mrs Katie Drew

Tel: 01404 851656
Email: katie.drew@mmuk.net
Website: www.mmuk.net
Twitter: @MelanesianM

Complaints Policy & Procedure - Listen, Inform, Respond

If you have a complaint relating to The Melanesian Mission, we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively.
- To ensure that all complaints are handled in a consistent manner throughout.
- To use complaints constructively in the planning and improvement in all areas.

Who can complain?

Anyone who is:

- Receiving a service from the Melanesian Mission
- A donor to the Melanesian Mission
- A supporter / member of the Melanesian Mission

How to complain

The Melanesian Mission would like to resolve any complaint as soon as possible. Many complaints can be dealt with informally. In the first instance contact the charity's Executive Officer, Katie Drew in person, by phone or email.

Your complaint will be noted and passed to the Board of Trustees, who will then contact you to discuss the complaint.

If a solution is offered at this point, it will be noted in the Charity's Complaints Book and the case will be closed.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint. Write down your complaint and send it to: The Rt Revd Mark Rylands, Chair of the Melanesian Mission, 21 The Burlands, Feniton, Honiton, EX14 3UN.

Your complaint will be acknowledged within two weeks. We will deal with the substance of the complaint as quickly as possible. You will receive a written response on completion of an investigation, with the actions we propose to take, to which you will be invited to respond. All correspondence will be filed in the charity's Complaints Book.

If you are not happy with the response you have received, and you feel that the charity has been negligent, please contact the Charity Commission with your concerns.

Approved

Signed and dated by Chair of Trustees
Date of next review 2024

17/11/22