

Complaints Procedure

Reading Family Aid aims to provide a professional service. We believe we achieve this most of the time but if we are not getting it right please let us know. We appreciate feedback good or bad.

If you are not happy with the organisation please tell us

If you are unhappy about any the organisation's service, please e-mail the Secretary. In the header please write FAO Secretary - private and confidential and send to info@readingfamilyaid.org.

If you are unhappy with an individual in our organisation sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then again, please e-mail the Secretary as above.

If the Secretary is the person you are complaining about, please address your concerns to the Chair by e-mail. In the header please write FAO Chair - private and confidential and send to info@readingfamilyaid.org.

Please bear in mind that our organisation is completely volunteer led however we will endeavour to provide an initial response within five working days and a full response within ten working days after the date of that response.