

## Complaints and Feedback

St Martin-in-the-Fields Charity aims to maintain a high standard in all of its work and despite all of our best efforts, we also recognise that we may get this wrong on occasion.

### Your feedback matters to us

We openly welcome your feedback, comments, complaints, suggestions and concerns about what we are doing well and what you think we could do better. We value your feedback to ensure we work to the best standard possible for clients and the individuals and organisations who support us.

We are thoroughly committed to ensuring all supporters, volunteers, clients and supporting organisations are treated with respect and dignity.

If you would like to provide feedback to the Charity, this can be made in writing or by email, and we will acknowledge this within **5 working days**. We will then follow this up for further information and provide a time frame of when and how we will address this issue accordingly.

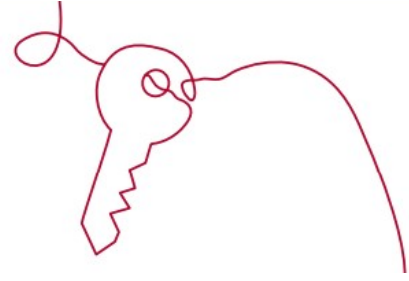
### How you can make a complaint

If you have a concern or wish to raise a complaint about anything to do with St Martin-in-the-Fields Charity or its activities, this can be raised with Duncan Shrubsole, the Charity CEO in writing.

Please ensure to outline your concerns as clearly as possible and include dates and important details. Please email complaints in writing to [duncan.shrubsole@stmartinscharity.org.uk](mailto:duncan.shrubsole@stmartinscharity.org.uk) or alternatively:

Duncan Shrubsole  
Charity CEO  
St Martin-in-the-Fields Charity  
Runway East  
24-28 Bloomsbury Way  
London  
WC1A 2SN





We will acknowledge your concern/complaint within **5 working days**. This will then be followed up for further information and include a time frame of when and how we will address this accordingly.

Please ensure to include the following information:

- Your name, contact telephone number, email, organisation name (if appropriate)
- Why you are raising this complaint
- When and where the issue you are complaining about took place
- Names of people involved
- How you would like this to be resolved

If you are still not happy with the outcome of your concern or complaint after this has been addressed by St Martin-in-the Fields Charity, you are welcome to contact the Chairman of the Charity's Board of Trustees at the same address above.

Where a complaint is about an organisation that we work with, where appropriate we encourage you to make your complaint directly to the organisation concerned. Whilst the Charity wants to support the organisations that we work with, we are not responsible for their governance and practices or for investigating alleged crimes. We believe that in many cases, service complaints should be brought to the organisation's attention so they can better deal with them.

