



The EPIC Charity - Bristol

Complaints Policy

The EPIC Charity - Bristol aims to provide high quality services which meet your needs. If we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with The EPIC Charity - Bristol.

If you are unhappy about any of The EPIC Charity – Bristol’s service, please contact us at info@epiccharitybristol.org.uk. We aim to give you at least an initial response within five working days.

If you are not satisfied with our response please let us know. All written complaints will be logged. You will receive a written acknowledgement within five working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out 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](#) putting ‘FAO Chair of Trustees’ in the subject line who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Finally, please also let us know if you are happy with The EPIC Charity – Bristol’s services!