

MyBigCareer Complaints Procedure

MyBigCareer (MBC) is committed to providing the best service possible and actively pursuing continuous improvement. As part of this we would like to hear from any of our supporters, volunteers and young people about ways we can improve or if they are unhappy about any aspect of our service.

When making a complaint, we will ensure of the following:

- Any contact you make with us will be treated confidentially and transparently.
- We take all complaints and feedback seriously.
- We will confirm receipt of all complaints or feedback within 3 working days and, whilst the issue is being investigated, we will communicate any updates on a fortnightly basis.
- All complaints and feedback will be investigated thoroughly to resolution.
- We will communicate the results of our investigation with those supporters, volunteers or young people who submit any form of complaint or feedback. We will work closely with you to agree a resolution and incorporate lessons learned into our service.
- When getting in touch, please provide as much information as possible including:
 - The reason for your complaint
 - Where and when it happened
 - The name(s) of anyone involved (if known)
 - The outcome you are hoping for
 - Your contact details (name, address, daytime telephone number and/or email)

To give us feedback or raise a complaint, please use one of the following methods:

- **Email:** info@mybigcareer.org and please type COMPLAINT or FEEDBACK, as appropriate, in the email 'Subject' box.
- **Phone:** You can reach us by calling 07399302707
- **Post:** Send your complaint to us at the following address: 7, Bell Yard, London, WC2A 2JR

If for any reason, you aren't happy with the resolution of your complaint, you can take your complaint further by sending us an email at info@mybigcareer.org, marking it for the attention of Laura Littlehailes, Chief Executive, or you can write to Laura at the postal address above.

Please tell us why you were not satisfied with our response and what you would like us to do to put things right. And please include your contact details and when and how you would like Laura to get in touch with you.

If the matter is still not resolved, you may contact the relevant external bodies, as follows:

- MyBigCareer is registered with the Fundraising Regulator. If you have an unresolved complaint related to fundraising please contact the Fundraising Regulator 2nd Floor, CAN Mezzanine Building. 49-51 East Road, London N1 6AH. Tel: 0300 999 3407. Email: enquiries@fundraisingregulator.org.uk
- For unresolved complaints relating to your data please contact the Information Commissioner's Office www.ico.gov.uk 08456 30 60 60
- For unresolved complaints regarding the conduct of the charity as a whole, please contact the Charity Commission www.charity-commission.gov.uk Tel: 0845 3000 218.