



# Complaints

## Introduction

MAMA Academy is regulated by the Charity Commission and the Fundraising Regulator. We are committed to dealing with any complaints, whether about service delivery, fundraising, or anything else, in a serious and timely manner.

## Our Complaints Policy

When communication that is considered to be a complaint is received, we acknowledge the communication by post within five business days.

As part of our acknowledgement to any complaint, we will set out a time frame for issuing a full response. The time frame shall usually fall within fifteen working days. If a more complicated complaint is made for which the Charity requires more time, we will always let you know this.

All communications that are considered to be a complaint are circulated to the trustees of the Charity. The Chief Executive investigates the complaint unless the complaint is about the Chief Executive in which case the Chair of Trustees investigates.

Wherever possible, MAMA Academy staff members are informed if a complaint has been made about them or actions for which they were responsible; we have a duty of care to MAMA Academy team members who are the subject of a complaint as well as to complainants and we are committed to ensuring that team members have an opportunity to respond to the allegations made.

We investigate complaints thoroughly and fairly to establish the facts of the case. This includes reviewing all relevant evidence and might include speaking to any individuals complained about as well as the complainant and any third parties involved.

## Reaching a decision

The Charity will provide clear, evidence-based reasons for our decisions and we are committed to ensuring those decisions are proportionate, appropriate and fair.

We will respond openly to all of the substantive points raised by a complainant and explain why we consider those points are justified or not.

We will respond to all complaints in a respectful manner. We acknowledge your experience as a complainant, whether the investigation determines that your complaint is justified or not.

If our investigation has found that things have gone wrong, we will take proportionate action to put things right, including apologising where appropriate. We will also tell you about the lessons learnt and any changes we make to our services, guidance or policy as a result of your complaint.

We keep a record of the complaints we receive, the outcomes of any investigations and the reasons for any decisions. The Trustees of the Charity regularly review the complaints we have received to identify any trends or wider learning.

## Contact details

You can contact MAMA Academy's Chief Executive by telephoning MAMA Academy, telephone number 07427 851670. The address is:

MAMA Academy  
International House  
12 Constance Street  
London  
E16 2DQ

You can also contact MAMA Academy's Chair of Trustees by writing, marking the envelope Private and Confidential, care of the head office address above.

## Contacting the regulators

If you have any concerns about MAMA Academy's work that you would like to bring to the attention of the Charity Commission they can be contacted by telephone on 0300 066 9197. If you would like to email them you can do this through their website: <http://www.charity-commission.gov.uk>. Their postal address is:

Charity Commission Direct  
PO Box 1227  
Liverpool  
L69 3UG

MAMA Academy's fundraising is regulated by the Fundraising Regulator.

If you have any concerns about MAMA Academy's fundraising that you would like to bring to the attention of the regulator they can be contacted using the details below:

Fundraising Regulator  
2nd floor, CAN Mezzanine Building  
49-51 East Road  
London  
N1 6AH  
0300 999 3407  
[enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)  
[fundraisingregulator.org.uk](http://fundraisingregulator.org.uk)

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