

COMPLAINTS FLOW CHART

If you are unhappy about an element of the service you have received from the National Centre for Writing and wish to make a complaint to us:



Call us on 01603 877177, email us at info@nationalcentreforwriting.org.uk or write to us at National Centre for Writing, Dragon Hall, 115-123 King Street, Norwich, NR1 1QE and explain the issue.



We will acknowledge your complaint within two working days and give you the name of the person who will be dealing with your complaint.



We will aim to resolve your complaint to your satisfaction within four weeks.



If you are not happy with our response, you may request an Executive level review.



We will acknowledge your request within two working days and give you the name of the person who will be dealing with your complaint.



You will receive a definitive reply within two weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.



At any stage you can complain to the Charity Commission. Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx