

## Cianna's Smile

### Complaints procedure

If for any reason you have a complaint against the charity, please follow the complaints procedure below. Our aim will be to resolve your issue satisfactorily within the shortest possible timescale.

In the first instance, please contact the Chairperson of Cianna's Smile charity, Hayley King, at either:

187 Wykeham Rd, Reading, Berkshire, RG6 1PN, or

Email: [info@ciannassmile.co.uk](mailto:info@ciannassmile.co.uk)

Your complaint will be acknowledged within 5 working days and responded to in full within 28 days.

In the unlikely event that your complaint is not resolved you can telephone The Charities Commission on 0300 066 9197 from Mondays to Fridays between 9am and 4pm, or e mail them at

[www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)

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#### Change Record

Date of Change:	Changed By:	Comments:
19.12.19	RW	Policy drafted for approval
10.01.20	HK	Policy approved