



One To One Enfield's Complaints Policy

January 2026

Accessibility Statement

One To One Enfield is committed to making information accessible to everyone.

This document has been written in an Easy Read format to support people with learning disabilities, autistic people, and others who may find written information difficult to understand.

To improve accessibility, we have:

- Used clear, plain language
- Kept sentences short and direct
- Used a simple, consistent layout
- Used a clear, sans-serif font
- Left-aligned text with good spacing
- Organised information using headings and sections

If you need this document in another format, such as:

- Large print
- An alternative font

Please contact us and we will do our best to meet your needs.

Email: admin@one-to-one-enfield.co.uk

Address: One To One Enfield, 2 Farm Road, Enfield, N21 3JA

COMPLAINTS POLICY

Who this is for

This policy is for members, staff, volunteers, and stakeholders.

It explains how to give feedback or make a complaint about One To One Enfield.

Our promise

We want to give the best possible service.

We understand that sometimes things go wrong.

We welcome feedback and complaints because they help us improve.

Everyone will be treated fairly, kindly, and with respect.

How to give feedback

You can give feedback in person,
email (admin@one-to-one-enfield.co.uk),
or by letter.

Making a complaint

Informal complaint

If you are unhappy with a service, speak to the person providing it.

You can do this in person, by phone, email or letter.

We will try to resolve the issue quickly.

Formal complaint

If the issue is not resolved or you do not want to complain informally, you can make a formal complaint.

Write "Formal Complaint" clearly in your email or letter.

Send to:

One To One Enfield

2 Farm Road

Enfield

N21 3JA

Email: admin@one-to-one-enfield.co.uk

What happens next

We will confirm receipt within 5 working days.

We aim to respond within 15 working days.

If it takes longer, we will explain why and give a new timescale.

If you are not happy with the result

You can appeal within 15 working days.

Appeals must be in writing and sent to the CEO.

The CEO will respond within 10 working days.

Privacy and confidentiality

All complaints are confidential.

Information is shared only with those who need to know.

Safeguarding or criminal concerns will be reported to authorities.

Keeping information

Complaint records are kept for 3 years.

This follows our Data Protection and Data Retention policies.

If you are unhappy with this process

You can contact:

Charity Commission for England and Wales

www.gov.uk/government/organisations/charity-commission

Fundraising Regulator

www.fundraisingregulator.org.uk