

Complaints

We hope all your interactions with the Faraday Institution are positive and if you do have a problem, we encourage you in the first instance to take up your problem with your main contact within the Faraday Institution and try to resolve it informally. If this is not possible or if you have done so and your issue is still not resolved, you should let us know via the following email address:

complaints@faraday.ac.uk

or in writing to Complaints, The Faraday Institution, Quad One, Becquerel Avenue, Harwell Campus, OX11 0RA

How we handle your complaints:

All complaints sent to this address will be logged and we will aim to send an acknowledgement within one week of receipt.

Complaints will be passed to a senior member of staff who is not directly involved in the complaint who will investigate and respond to you. Please include within your complaint all relevant details, being as specific as possible so we can investigate appropriately, as well as your phone number and email address.

We will:

- Investigate complaints thoroughly and fairly
- Treat all complainants and Faraday Institution staff involved respectfully
- Treat your complaint confidentially. We will, where necessary, discuss your complaint with any staff who were directly involved in order to ascertain facts and get their responses
- Base our decisions on facts and evidence
- Avoid undue delay. We will seek to respond within 4 weeks – this response may include a request for further information from you
- Provide a written response to your complaint. This will include:
 - A summary of our enquiries and review of the complaint and associated facts
 - A summary of any actions that will follow as a result
- Take proportionate and fair actions to put right any problem that has been found
- Put in place internal measures to adopt any changes, training or have discussions with staff as a result of what we have learnt from your complaint to prevent future problems from occurring

Appeal

If you are not satisfied with our response to your complaint, you may appeal the response. This will be explained in our response to your complaint, which will also include contact details for sending an appeal. All appeals will be passed to the Chairman of the Board of Trustees, who will either review these themselves or appoint an independent person to review the response. An appeal should be sent within six months of our response to you on your initial complaint. We will acknowledge your appeal within one week of receipt and aim to respond to your appeal within 4 weeks.