COMPLAINTS PROCEDURE

The Darjeeling Children's Trust is reliant on the donations received to support underprivileged children and young people in Darjeeling and much consideration is given to the ways in which donations are spent.

We aim to exceed your expectations in everything we do and welcome your feedback to help us develop our programme of activity in Darjeeling. We also take complaints very seriously so that any issues can be dealt with as quickly as possible.

Making a complaint

We very much hope that you will not need to use this procedure but, if you would like to make a complaint, you can email us at info@darjeelingchildrenstrust.com or write to the Chair of Trustees, Jennifer Owen at: 21 Crummock Gardens, Kingsbury, London NW9 0DE.

Please try to provide as much information as possible so that we can fully understand the situation and what you expect to happen. Kindly also provide contact details so that we can respond to you promptly to tell you what action we will be taking.

We will respond promptly to any complaints received and will give you an overview of the action we will take to investigate further and how long we expect this to take. We want to learn from every complaint by updating our processes, eliminating problems and sharing issues with the team. Upon completion of the investigation, we will be in touch again to let you know what, if any, further action is required.

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