

Do You Have a Complaint?

We are committed to providing the best service that we can. You can contact us about any aspect of the service you have received.

How to make a complaint:

In the first instance, please contact the person or team that dealt with you and discuss your concerns directly with them.

If this doesn't resolve your complaint, we have a two-stage formal complaints process.

Stage 1: through the manager of the person involved

Stage 2: through the Chief Executive or chair of the Board of Trustees, who will ensure it is followed up promptly and fairly

Stage 2 complaints should be sent to complaints@electricalsafetyfirst.org.uk or write to:

Chief Executive
Electrical Safety First
45 Great Guildford Street
London
SE1 0ES

In each case we will:

- let you know that your complaint has been received and who is dealing with it. They may contact you for more information
- respond within 10 working days, or explain why it may take longer and when to expect a full response
- if you would like to take it further advise you on how to take your complaint to the next stage
- If you remain dissatisfied having completed our complaints process, you can ask the Office of the Charities Commission <https://www.gov.uk/complain-about-charity> to review your complaint.

We are committed to dealing with all complaints fairly and impartially, and providing a high-quality service to those who make them. If you exhaust our complaints procedure and there are no substantial points being raised, we may write to you to advise that our contact will stop.