



## **Charity Organisation: Probashi Kollan Foundation PKF**

### **COMPLAINTS PROCEDURE OF PROBASHI KOLLAN FOUNDATION PKF**

#### **COMPLAINNTS:**

As part of our role as a charity to deal with any complain you may have about our charity work we do. The following information explained how to make a complaint, when to make a complaint and how we deal with your complaint.

#### **How you make a complain**

If you have any concern about our charity work you take up your concern to us in written. The quickest ways to contact send us an email or direct message from our website where it's says 'Contact us'. Also tell us the communicate method you want us to use to respond to your complain.

#### **When to make a complaint**

The complaint should made to us within three months of the concern complain about. Then give us at least four weeks to respond to your concern/complaint. We might give the respond quicker it is depend on your concern. If you not satisfy with our respond of your complain let us know why it is not satisfy then we will respond you back and we will try hard to resolve your concern. When you make a complaint please give us as much as information possible and try to provide us any evidences you may have.

#### **How we deal with your complaint**

Our Board of Trustees delegated to deal with your complain and we will give you respond accordingly. When we received a complaint from you we will pass this to our Board of Trustees. They will look into your concern and then they will investigate the matter. Then we will write back to you with our respond. If we need any more information we will write to you and ask you to provide additional information. Our Board of Trustees will try to meet your satisfaction.

