

1. Complaints procedure

If you are unhappy about the services that we provide to you we want to hear about it - without your feedback we cannot improve.

2. Our commitment to you

ShareGift is committed to providing high quality services.

ShareGift's customers are:

- our donors and their agents;
- companies and their registrars;
- banks, brokers and other financial services organisations who work with ShareGift to solve problems created by nuisance shareholdings to realise their value for charitable purposes; and
- those charities who ShareGift supports, either through the gifting of charitable grants or the provision of pro-bono advice about harnessing share donation for fundraising purposes.

We are committed to providing our customers with a quality service and to continuously improving those services but we realise that there are times when we don't always succeed.

3. How the system works

At ShareGift we have a dedicated complaints co-ordinator who is responsible for making sure that all complaints are logged and actioned, and who will monitor complaints to make sure that they are being dealt with.

4. How to make a complaint

If you are not happy about a service that you receive, it is usually best to let the person who is providing the service know, either by email, telephone or letter.

If you don't know who to contact you can write/email/call directly to:

The CEO and Complaints Co-ordinator
ShareGift
6th Floor 2 London Wall Place
London
SW1P 9LQ

Email: david.mcintosh@sharegift.org

Telephone: +44 (0) 207 337 0593

The Complaints Co-ordinator will log the complaint and make sure that it is assigned to the most appropriate person. You will be sent a letter confirming that the complaint has been received and telling you the complaint number and the name of the person who is dealing with your complaint.

5. If you are not satisfied with the outcome

If you are not satisfied with the outcome let the Complaints Co-ordinator know. The complaint will be progressed so that somebody else can investigate it for you.

6. Acting on results

We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

7. Your voice

We hope you agree that most of the time we do provide a good quality service. We value all feedback from our customers and would also like to hear from you about what you think we do well.