

Policy title:	Complaints
Date issued:	April 2023
Policy objective:	This policy outlines a prescribed method of expressing grievance or dissatisfaction, about any aspect of the US-UK Fulbright Commission and our work. This policy sets out the procedure for making a complaint.
Policy owner:	Executive Director

The US-UK Fulbright Commission aims to work efficiently, effectively and fairly. But sometimes things go wrong. When they do, we are committed to providing a simple and effective route for complaints to be made; and then assessing each complaint carefully and treating those that are legitimate seriously and responding quickly. Where we have made a mistake, we will apologise and, as far as possible, put things right. We also take the view that complaints are a valuable source of feedback that help us improve our ways of working and services.

If you are not happy about an element of our work, please let the colleague you are dealing with know directly – either by telephone, email or in person. We will always try to deal with your complaint quickly and informally first.

We aim to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- Make sure everyone at the Commission knows what to do if a complaint is received
- Make sure all complaints are investigated fairly and in a timely way
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired
- Gather information which helps us improve what we do
- Outline our commitment to maintaining confidentiality where appropriate, in line with UK GDPR

If you are not satisfied with the resolution from your informal complaint, please contact us to make a formal complaint.

Written complaints may be sent to the US-UK Fulbright Commission by email at complaints@fulbright.org.uk, or by post to:

Camelford House
Unit 302, 3rd Floor
89, Albert Embankment
London
SE1 7TP

Verbal complaints may be made by phone 020 7498 4010 or in person to any of the Commission's staff at the same address as above or at any of our events.

Complaints will be acknowledged by the person handling the complaint within five working days.

If you would like to make a complaint to or speak to an independent authority about your concern, please refer to the [GOV.UK Website](#) for more information.