



have  
**your  
say**

your views matter

tell us your

**comments  
compliments  
complaints**

# Have Your Say

## Your views make a difference

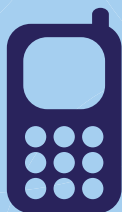
At My Life we always aim to satisfy and, where possible, to surpass your expectations.

If you would like to share your views on any aspect of our services, or to single out an individual member of our team, a group of staff, or our entire team for particular praise or recognition, we would love to hear from you. Your comments and recognition motivates our team to continuously improve our services, and gives them the confidence and encouragement to progress further in their particular field of expertise.

We also acknowledge, however, that there may be times when we do not meet our own high standards. When this does happen, we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and we treat them as an opportunity to further develop our services. This is why we are always very grateful to hear from people who are willing to take the time to help us improve. We always thank people who contact us about their problems, concerns or worries.

# How you can tell us



## Phone 01257 472900

Our phone lines are open Monday to Friday from 9am to 4.30pm. Outside of these hours you can always leave us a message and a contact number and someone will return your call before midday the next working day.



Email [info@my-life.org.uk](mailto:info@my-life.org.uk)



## Write to us at:

My Life Legacy  
c/o Thompson House Equestrian Centre  
Pepper Lane  
Standish  
Wigan WN6 0PP

Please remember to include your name, address and contact telephone number in an email or letter, so that we can get back in touch with you easily.

## What happens next

We try to respond fully and conclusively to all comments, compliments and complaints within ten working days. We will send you an acknowledgement within the first three days of receipt. Wherever possible, we will deal with it more quickly and, if we think it will take longer, we will let you know.

## What we will do

We will consider your comments; communicate your compliments to relevant staff; or in the case of complaints, work tirelessly to fix problems, correct mistakes and address concerns in a way that satisfies your concerns.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about progress, provide you with a prompt response, and tell you who to go to if you want to take a complaint further.

There may be rare occasions when we will take no action, other than to send you an acknowledgement and explain why no further action will be taken. This includes:

- When a complaint is about something that My Life has no direct connection to. We may choose to reply to clear our name, but we are not obliged to.

- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points, but we may choose not to reply again. We will always inform complainants of our decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance, we can choose whether it is necessary for us to reply or not.
- When a complaint is made anonymously we are unable to reply. However, we will investigate the complaint and use the information to improve in any way that we can.

## Who else can help?

In the case of a complaint, we really hope that our Customer Care Team are able to resolve your complaint in an honest, open and satisfactory way. However, if after contacting our Team you are still unhappy then you can write, either by letter or email, directly to our Chief Executive Officer.

Please outline the details of the complaint, why you are not satisfied with our response up to now, and what you would like us to do to put things right.

Write to:

Chief Executive Officer  
My Life Legacy  
c/o Thompson House Equestrian Centre  
Pepper Lane  
Standish  
Wigan  
WN6 0PP

Email: [carolinetomlinson@my-life.org.uk](mailto:carolinetomlinson@my-life.org.uk)

My Life is committed to the highest standards in fundraising practice. If your complaint is to do with fundraising and you feel that it has been unresolved by us, then the Fundraising Regulator can investigate your complaint.

You must contact the Regulator within two months of receiving a response from us.

Contact can be made via telephone on **0300 999 3407**.

Alternatively, if your complaint is related to another area of our work and you do not feel completely satisfied by our response, then you can contact The Charity Commission at the address below. Our registered charity number is 1167858.

The Charity Commission  
PO Box 1227  
Liverpool  
L69 3UG

Phone: **0845 3000 218**

Website: **[www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)**



My Life Legacy is a Charity Registered in England and Wales  
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