

Balloons Complaints Procedure

Reviewed 2026
Next review 2029

Balloons aims to provide high quality services which meet the needs of its service users and other stakeholders.

This Policy and Procedure aims to provide a fair, easy-to-use process for users, staff, and donors to express dissatisfaction.

We aim to reach and exceed our standards all of the time, but if we are not getting it right then please let us know.

In order to ensure our services are of a high and improving standard, we have a procedure in place so that all our stakeholders can let us know when they are not completely satisfied with us.

Making a complaint

It is our intention to process complaints quickly and efficiently in the best interests of all concerned.

All complaints will be handled impartially and personal data will be protected in accordance with GDPR.

Often, we will be able to give you a response straight away. When the matter is more complex, we undertake to give you at least an initial response within five working days.

Verbal complaint:

If you are unhappy about any of Balloons' services, please speak in the first instance to the relevant staff member.

Our phone number is 01392 982570 or you can call into the office, Balloons, First Floor, 6 Providence Court Pynes Hill Exeter EX2 5JL

Written complaint:

If you feel it is difficult or inappropriate to lodge your complaint verbally, then you can directly liaise with either the CEO or the Chair of the Trustee Board in writing, by sending a letter setting out your complaint to the relevant person at the above address or via admin@balloonscharity.co.uk

If you are unhappy with the outcome of your complaint:

If you are not satisfied with the response to your complaint from Balloons, you can:

- Contact a more senior person within Balloons, including any of the Trustees; or
- Contact the relevant regulator via [Complain about a charity - GOV.UK](https://www.gov.uk/complain-about-a-charity).