



PFS FEEDBACK POLICY

Comments, Compliments, and Complaints procedure

PFS aim to provide a high-quality service to all individuals and organisations we work with. PFS is registered with the Fundraising Regulator and we abide by the IOF Code of Conduct as well as the Code of Fundraising Practice.

Let us know how we're doing: comments, compliments, and complaints. PFS makes every effort to provide a high standard of service and to treat all members of the public equally and fairly. We continuously try to improve our services and we value any feedback that will help us to do this.

Complaints:

We take all feedback seriously and would like to hear from you if you have any suggestions, feedback or complaints about our service.

Your information is confidential, and we won't share your details with anyone without your permission.

You can contact us by calling: 01244 621024 (lines are open from 9am to 5.30pm) or by email: feedback@pfs-ltd.org

We aim to respond to you within 5 working days so if your query is urgent we want to hear from you as soon as possible.