

**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.

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.