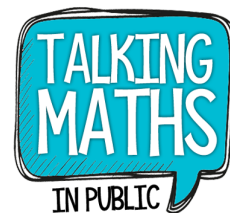


Complaints Procedure



The Talking Maths in Public Trustees are keen to ensure that the TMiP conference provides a good experience for all attendees.

Please talk to us directly if there are ways we can improve your experience, and check our Code of Conduct, Equality and Diversity Policy and other policies for details of the expectations we have in place for our activities. If you would like to make a formal complaint, or feel that your, or someone else's, experience is in contravention of our Code of Conduct or Equality & Diversity Policy, please follow the steps below:

- In the first instance please talk to any trustee (Katie Steckles, Samantha Durbin, Kevin Houston, Alison Kiddle or Matthew Scroggs), preferably in person at the conference/other TMiP event. This enables us to try to resolve any issues as soon as possible. If you have a complaint that has not been, and cannot be, resolved in conversation with the trustees, you can make a formal complaint in writing - as follows below.
- Email the TMiP account: info@talkingmathsinpublic.uk, stating your complaint and any requests for follow up action. Please note that this email account is visible to all of the trustees (Katie, Sam, Kevin, Alison and Matthew).
- If you do not wish to send a detailed e-mail to the main TMiP account (for example, if a complaint is specifically about a particular trustee) please email the main account (as above) with a request to report a complaint for the attention of a particular trustee (you will need to choose an appropriate trustee by name). We will provide an individual email address in order for you to contact that trustee, and proceed with your complaint in that way.
- Complaints raised with the trustees should receive a response within 2 weeks. The complaint will be taken seriously and will be investigated fully; if the complaint is against a member of the Board of Trustees, that member will not be part of conducting the investigation.
- If none of the above options are appropriate then you should follow the government guidelines on complaining about a charity, which can be found here: <https://www.gov.uk/complain-about-charity>

Last updated 25 Jun 2025