



## Complaints Policy

Last reviewed by the Trustees: 23<sup>rd</sup> November 2017

### Values Statement

#### As a team we . . .

- are committed to true **partnership** working, believing it brings about the best results;
- treat all people, especially those affected by poverty, with the utmost **dignity**;
- believe that all **children deserve to be safe, happy and have fun**, and try to have fun ourselves;
- are **generous** and try to give other people the best of what we have to offer;
- are **passionate about Luton**, enjoy all its great attributes and see our work as contributing towards making it even better.

Level Trust views complaints as an opportunity to learn and improve, as well as an opportunity to put things right for the person or organisation that has made the complaint. Overall responsibility for this policy and its implementation lies with the Board of Trustees.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To ensure everyone at Level Trust knows what to do if a complaint is received.
- To ensure all complaints are investigated fairly and within a reasonable time scale.
- To ensure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Level Trust.

### Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in Level Trust, e.g. clients, project partners, donors, members of the local community. A complaint may be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff, who should use Level Trust's Discipline and Grievance policies, found in their Terms and Conditions of

Employment Handbook.

**Contact details for complaints**

In writing or in person: Level Trust, Unit 2G The Mall, Luton LU1 2TW  
E-mail: [admin@leveltrust.org](mailto:admin@leveltrust.org).  
Telephone: 01582 797347

All complaints will be acknowledged in writing and entered into the Complaints log held by Level Trust.

Level Trust undertake to complete investigations into the complaint and to fully respond to the complainant within 14 working days.

**Confidentiality**

All complaint information will be handled sensitively and involve only those who need to know, and in accordance with relevant data protection requirements.