



Complaints Policy

Last reviewed by the Trustees: June 2020

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. We recognise that this is of particular importance in relation to our direct work with children and young people and forms a part of our good safeguarding practice.
- 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.

We recognise that a complaint can also be given by another person. Complaints that come to us via a third party will be dealt with as per this policy, depending on the nature of the complaint and where it is possible to do so.

Contact details for complaints

Complaints should be addressed to Jane Malcolm, CEO of Level Trust. If the complaint involves the CEO of Level Trust, complaints should be addressed to Francis Steer, Chair of Trustees.

In writing or in person: Level Trust, Unit 2G The Mall, Luton LU1 2TW
E-mail: 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.