

# Complaints Policy

Last updated 1 April 2021

## **A POLICY FOR YOUNG PEOPLE, PARTNERS, FUNDERS OR ANYONE INVOLVED WITH LEAP WHO IS NOT AN EMPLOYEE WHO WISH TO RAISE A CONCERN ABOUT AN ELEMENT OF LEAP'S WORK OR PRACTICE.**

If you're a member of staff at Leap and wish to raise any concern or complaint, please refer to the Grievance Procedure which is outlined further within the Staff Handbook.

At Leap we strive towards excellence in all that we do in our work towards giving young people the skills to manage conflict in their lives, reduce violence in their communities and help lead our society.

We believe in learning about ourselves, working together and becoming able to take responsibility for our actions, but sometimes we do not always get things right and you may feel unhappy with an aspect of Leap's work.

We want to provide a fair and well-structured process that will help us ensure that everyone we work with, and for, is able to get a response to their concerns.

Wherever possible we will aim to resolve any issues informally and directly. We will carefully review your concern and where we can we will put things right. If we can't we will explain why and apologise when we have been at fault.

Your complaints, feedback and suggestions continually help us to improve how we work so please let us know.

## OUR COMPLAINTS PROCEDURE

### **How do I make a complaint?**

If you are not happy about an aspect of our work or service that we have provided, it is usually best in the first instance to let the person who is providing the service know, either by telephone, email, letter or in person. If you don't know who to contact, you can write directly to:

The Executive Office  
Leap Confronting Conflict  
Wells House (Unit 7)  
5-7 Wells Terrace  
London N4 3JU  
Or by email at: [info@leapcc.org.uk](mailto:info@leapcc.org.uk)

**If you're a member of staff at Leap and wish to raise any concern or complaint, please refer to the Grievance Procedure which is outlined further within the Staff Handbook.**

### **What happens if I make a complaint?**

Whenever you make a complaint, either verbally or in writing, it will be logged and monitored on a central register that is held by our Company Secretariat team.

**If your complaint raises unaddressed concerns about a young person's safety or wellbeing, we will suspend the complaints process and deal with these issues immediately within our Safeguarding policies and procedures.**

### **STAGE 1: INFORMAL COMPLAINT**

Where possible, we aim to be able to resolve your complaint swiftly and informally by the relevant team, by staff who provide the service locally, or in the relevant area of work.

If your complaint regards a young person using our services, a member of our specialist team will contact you.

**We are keen to learn and to adapt the way that we do things at Leap so if you do have a concern or complaint, please do let us know. You can of course send this to us in writing by email to the contact details above.**

When we receive the complaint, we make sure that it is assigned to the most appropriate person. You will be contacted in writing to confirm that the complaint has been received and provided with an outline of what we are doing to address your concern.

We aim to respond to acknowledge and respond to complaints within 24 hours and we make sure we log them and learn from them, addressing immediate changes in process or procedure across the organisation within **five working days**.

### **WHAT HAPPENS IF I'M NOT SATISFIED WITH THE OUTCOME OF MY COMPLAINT?**

If your complaint is not resolved to your satisfaction within 24 hours, or through the conclusion of the informal complaints process, you can contact our Executive Office with details in writing regarding your wish to make a formal complaint. You can do this by email or by post to the details at the top of this procedure.

## **Stage 2: Formal complaint**

Once a **formal** complaint has been received by us in writing, **within five working days** we will:

- Acknowledge receipt of your complaint, together with a copy of our Complaints Procedure and an outline of what action is being taken, the details of the person dealing with the complaint (a relevant manager) and the date by which you should expect to receive a detailed response.
- Invite you to discuss the complaint either in person, or by an appropriate means of communication (email, phone etc).

**Within 10 working days we will:**

- Investigate your complaint and ensure the findings and conclusions of the responsible manager are sent to you in writing.
- Provide you with details of how to appeal if you are unhappy with the outcome.

## **CAN I APPEAL THE OUTCOME OF MY COMPLAINT?**

If you're unhappy with the result of your complaint and want to appeal, you should put the reasons for your dissatisfaction in writing to the Executive Office within five working days of receiving notification of the outcome of your formal complaint.

### **STAGE 3: APPEAL AND FURTHER INVESTIGATION:**

Once you have done this, **within five working days** of the receipt of your appeal request:

- The relevant Director will consider whether there is a basis for appeal and if a further review is required.
- If the relevant Director considers there is no basis for an appeal the decision and the reasoning behind it will be communicated to the you.

### **WITHIN 10 WORKING DAYS OF THE RECEIPT OF THE APPEAL REQUEST:**

- If the relevant Director accepts that there is a basis for appeal, a Manager (with relevant responsibility) will be appointed to consider the appeal.
- The Manager considering the appeal will invite you to discuss the complaint either in person or by telephone.
- Following the discussion with you, the manager considering the appeal will reach a conclusion based on what they have heard and their review of any relevant documentation. Their conclusions will form the basis for the decision to either reject your appeal, or to uphold it and suggest an appropriate course of action.

- The Manager's decision, including the findings and conclusions which led to that decision, will be provided to you in writing.
- Details will be provided to you about how to make a final appeal if you are still unhappy with the outcome.

## **WHAT HAPPENS IF I'M UNHAPPY WITH THE OUTCOME OF MY APPEAL?**

If you're still unhappy then you can request a further investigation led by the Chief Executive. To do this you must register this in writing within five days of your notification of the appeal outcome.

### **STAGE FOUR: FINAL APPEAL:**

Once you've registered in writing that you wish to request a final appeal, **within 10 working days:**

- Your final appeal will be considered by the Chief Executive or his/her delegated representative – if the complaint relates to the Chief Executive, a member of the Board of Trustees will be asked by the Chair of the Board to consider the appeal.
- The final appeal stage will reconsider the original complaint and the way in which Leap Confronting Conflict complaints policy and procedure was applied, that the investigation had been carried out in line with the stated procedure and that it had been handled fairly.
- The Chief Executive (or delegated representative) considering the appeal will review all records relating to your earlier complaint and may wish to meet with you and any member of staff before reaching a decision.
- You will then receive the outcome of the final appeal in writing – it may either uphold the decisions and actions taken or identify and offer to implement an alternative way to resolve matters.

## **IS THERE ANYTHING ELSE I CAN DO?**

If you are a supporter of Leap Confronting Conflict and you're still unhappy with the outcome four weeks after making your initial complaint, you may refer the complaint to the Fundraising Regulator by visiting [www.fundraisingregulator.org.uk](http://www.fundraisingregulator.org.uk).

If you're still dissatisfied after you've made a final appeal, you can contact The Charity Commission at [gov.uk/complain-about-charity](http://gov.uk/complain-about-charity) and they may be able to take steps to help you resolve your grievance.