

DRAFT**20190515**

Statement of Guiding Principles for Complaints Procedure

Localise is committed to ensuring that all our communications and dealings with our partners and the general public are of the highest possible standard. We listen and respond to feedback so that we can continue to improve our organisation.

Localise welcomes both positive and negative feedback. Therefore we aim to ensure that:

- It is as easy as possible to make a complaint
- We treat a complaint seriously whether it is made by telephone, letter, email or in person
- We deal with it quickly and politely
- We respond accordingly
- We learn from complaints, use them to improve, and monitor them for future improvements

If you have feedback or a complaint

Step One

If you have a complaint about any projects undertaken by Localise you can contact

XXX, Safeguarding Officer / Other in writing or by telephone.

Your complaint will be dealt there in the first instance. Please give as much information as possible and let us know how you would like Localise to respond to you, providing your relevant contact details.

Contact

XXX Safeguarding Officer / Other phone, email

What happens next?

If you complain in person or over the phone, we will try to resolve the issue there and then. Similarly, if you complain by email or in writing we will always acknowledge your complaint within 14 days, and do everything we can to resolve it within 28 days. If this is not possible, we will explain why and provide a new deadline

What if the complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Chief Executive Officer. The CEO will bring the complaint to our Board for consideration. A response will be issued to you within two weeks after the meeting. Please note that the meets 6 times a year and therefore it may take some time to resolve the issue.