



Complaints Policy and Procedure

Complaints Policy

A complaint can be made by any individual or organisation who wishes to report dissatisfaction about the standards of service, actions, or lack of action by Green Light Trust or its staff, volunteers or anybody directly involved in the delivery of our work.

We will acknowledge receipt of complaints within 5 working days, this will be by the same method that the complaint was received.

We aim to resolve complaints within 14 working days. Where this is not possible the complainant will receive an update within 14 working days on progress made to date, and when they can expect to receive the outcome.

Green Light Trust is committed to providing the best possible service to meet our clients' needs and ensure clients are treated fairly and with respect, but we recognise that this cannot always be the case. In return, we expect people who make a complaint to communicate their concerns fairly and appropriately. Where complainants harass staff, behave abusively, or unreasonably pursue complaints, we reserve the right to withdraw or modify our complaints procedure.

We will ensure that any complaint will be taken seriously and dealt with appropriately.

Complaints about our services are important in providing feedback to our staff, volunteers, and all stakeholders. We will use the information to endeavor to put things right and become more effective.

This policy applies to all stakeholders and anyone working on behalf of Green Light Trust.

Complaint Procedure

How to make a complaint

In writing to: Business and Systems Manager, Green Light Trust, The Foundry, Bury Road, Lawshall, Bury St. Edmunds, Suffolk. IP29 4PJ

By email to: info@greenlighttrust.org

By phone: 01284 830829



How we will respond

When a complaint is received this will be recorded and assessed to determine the best way to deal with it and identify the issues to be investigated. An investigation will be undertaken by a manager of the charity who is independent from the issues being raised. If the complaint is about the Chief Executive, then the Chair of the Trustee Board will arrange for the investigation to take place.

We may need to contact you during this time and your cooperation will be important in order to complete the investigation.

Within 14 working days of receiving a complaint we will send you either:

1. A final response which adequately addresses the complaint; or
2. A response which explains why we are still not able to make a final response, giving reasons for the further delay and an indication of when we expect to be able to provide a final response.

Once the investigation has been completed and the appropriate response and action agreed, we will respond to the complainant with the following information:

1. A written response describing the details of the complaint.
2. Comments addressing each of the violations alleged in the complaint.
3. Explain the investigations undertaken to consider the complaint and state the findings resulting from the investigation.
4. Explain any improvements made because of the complaint.

Appeal Process

If you remain dissatisfied with the outcome of the decisions regarding your complaint, you can appeal the complaint decision. If you wish to appeal you should do so in writing to the Chief Executive of Green Light Trust, setting out briefly the nature of the complaint/appeal; the steps already taken; details of the response received; and a statement as to why you remain dissatisfied.

The Chief Executive will review all the information held relating to your complaint and will conduct further investigations if they consider that the initial investigation was insufficient.

Once the internal review is complete, you will be informed what the decision is and if you are still unsatisfied then you may consider referring the appeal to an external body; [The Fundraising Regulator](#) & [The Charity Commission](#).