

Complaints Policy UKLFI Charitable Trust

The involvement of volunteers and supporters is central to the work of the UKLFI Charitable Trust. We welcome and rely on their involvement. . We try to ensure that their engagement with us is a fruitful and productive one. To ensure engagement is positive, we welcome comments on how the experience can be improved.

If an issue is not resolved to your satisfaction you have the right to make a complaint. This procedure is set out below.

Your complaint will be:-

- dealt with as quickly as possible
- handled fairly and politely; and
- investigated fully

How can a complaint be made?

We are flexible as to how we receive complaints. Volunteers can complain:

- by letter
- by phone
- in person
- by email
- on behalf of someone else

Our COMPLAINTS PROCEDURE has three stages:

STAGE 1: FIRST INFORMAL COMPLAINT

You should, in the first instance, make your concerns known to the Chief Executive. S/he will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

STAGE 2: FORMAL COMPLAINT

If you wish to proceed, you will need to put your complaint in writing addressed to the Chief Executive. Your complaint will be acknowledged in writing or by

phone within 3 working days and we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding. If the complaint involves the volunteer manager, you may address it directly to the Chief Executive of UKLFI Charitable Trust.

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Patrons: Lord Carlile CBE QC, Lady Cosgrove PC CBE QC, Baroness Deech DBE QC, Lord Dyson PC, Sir Bernard Eder, Sir Gavin Lightman, Lord Pannick QC, Professor Richard Susskind OBE, Rosalind Wright CB QC, Lord Young CH PC DL

STAGE 3: THE COMPLAINT HAS BEEN INVESTIGATED, BUT I AM NOT SATISFIED

At this stage the complaint will be dealt with by the Chief Executive in conjunction with an individual from, or nominated by, the Board of Trustees of the UKLFI Charitable Trust, who will carry out an investigation and provide a response within 28 working days. Their findings will be presented to the Chair of Trustees of UKLFI Charitable Trust and their response will be final.