



Complaints Policy

Community Interest Luton view complaints as an opportunity to learn and improve for the future, as well as a chance to make things right for the person or organisation that has made the complaint.

Our Policy;

- To gather information which helps us to improve what we do
- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so people know how to contact us if they have a complaint
- To make sure everyone at Community Interest Luton knows what to do if a complaint is received
- To make sure all complaints are investigated fully and in a timely way
- To make sure complaints are where possible resolved and that relationships are repaired

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of CIL.

Complaints can come from any person or organisation who has a legitimate interest in CIL. Eg: Clients, volunteers, supporters, sponsors, members of the local community.

A complaint can be received verbally, by phone, email or in writing.

Confidentiality

All complaints information will be handled sensitively, telling those who need to know and following any relevant data protection requirements.

Responsibility

Overall, the responsibility for this policy and its implementation lies with the Board of Trustees.

Review

This policy is reviewed regularly and updated as required.