Complaints policy

Living Streets aims to provide high quality services and advice through our commercial and charitable work with beneficiaries, local groups and volunteers throughout the UK. We believe we achieve this most of the time. Sometimes, though, we do not get it right. We are committed to listening and learning and, if you have a complaint, please let us know.

A complaint is an expression of dissatisfaction with the service provided by Living Streets or about the actions of Living Streets staff, volunteers or local groups. This policy sets out how complaints can be made, and how complaints will be dealt with internally.

All Living Streets policies are kept under review by SMT and the Board of Trustees.

Informal resolution

If you are not happy with Living Streets' services or actions, please speak in the first instance to your Living Streets contact, manager or director. They may be able to resolve the issue quickly and informally.

If you are unhappy with an individual in Living Streets, it may be best to tell them directly. If you feel this is difficult or inappropriate, please speak to the staff member's line manager or Director. If you are unsure who to talk to, please confidentially contact complaints@livingstreets.org.uk and we will advise you.

We may be able to give you a response quickly. When the matter is more complicated, we will normally give you an initial response within ten working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter formally, please submit your complaint to complaints@livingstreets.org.uk. It will be treated in the strictest confidence.

Please include:

- Your full name and contact details; we are not able to respond to anonymous complaints (unless they are highlighting safeguarding concerns).
- How you would like to be contacted.
- A summary of the complaint, including any relevant individuals, dates and incidents.
- Any other details you feel are relevant.

Complaints should be made in writing and be as succinct as possible. They will be dealt with in the strictest confidence.

How we deal with complaints

You will normally receive a written acknowledgement within five working days. We may need to speak to you to discuss your complaint in more detail.

We will investigate your complaint promptly and properly and will aim to fully reply within six weeks, setting out how we will deal with the problem. If this is not possible, an interim

response will be made informing you of the action taken to date or being considered, and a timeline for further action.

Complaints will be handled by the relevant Director or the Chief Executive. Complaints in relation to the Chief Executive will be handled in the first instance by the Treasurer who is a member of the Board of Trustees. The current Treasurer will be shown on our website.

Appeals

If, after we have responded, you are still not satisfied, please write to the Chief Executive, who will decide on any further steps to resolve the situation. For complaints relating to the Chief Executive handled by the Treasurer, please write to the Chair. The current Chair will be shown on our website.

Please send your correspondence to complaints@livingstreets.org.uk, stating who it's for the attention of in the email subject. Alternatively, you can send to our registered address: Living Streets, 240 City Road, London EC1V 2PR.

Related policies

Some concerns raised will be dealt with under other Living Streets policies. These include issues relating to:

- Our policy or campaigning positions nationally or locally, and our policy partnerships with other organisations. These should be directed to campaigns@livingstreets.org.uk

- Disputes within local groups. These should be referred to the Head of Campaigns & Public Affairs and will be dealt with under the Dispute Resolution Procedure set out in the Local Group Charter. These should be directed to complaints@livingstreets.org.uk and marked for the Head of Campaign's and Public Affairs's attention.

- Whistleblowing - Staff concerns will be dealt with under our whistleblowing policy.