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Complaints Policy

When service users, volunteers and staff are unhappy it is important they are able to complain.

This procedure also links in with the whistle – blowing and handling allegations policies and procedures to ensure decisions are made appropriately, especially when the welfare of children/young people is implicated.

We will ensure any complaints will be taken seriously and referred to the Project Manager.

- If the complaint is about the Project Manager, it will be passed onto a Trustee as appropriate to the organisation.
- The person making the complaint will receive written acknowledgement of their complaint within five working days including details of how it is being dealt with.
- Within 30 working days the person making the complaint will receive resolution or details of what has happened so far.
- If there are delays to resolving the issues the person making the complaint should be kept as fully informed as possible.
- There may be a need to identify a third party or higher authority to approach if the person making the complaint is unhappy with the outcome to their complaint.
- At all times the welfare of the service user especially if it is a child is of the utmost importance.

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