



# LEGS Public Complaints Policy

September 2022

## LEGS PUBLIC COMPLAINTS POLICY

### WHAT TO DO IF YOU HAVE A COMPLAINT

We view legitimate complaints positively as they are one of the ways we have to make sure we keep improving our service the quality of everything that we do. We take safeguarding extremely seriously. If you have any concerns about the behaviour of one of the charity's workers, volunteers, guests or beneficiaries in any situation, it is vital that you tell us about it immediately so that appropriate action can be taken.

If there is anything to do with the charity about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again. All formal complaints are directed to our Chair of Trustees to ensure they receive a high priority.

### HOW TO CONTACT US

Often the easiest way for you to register a complaint, and for us to resolve it, is by email.

You can email us at: [info@emergency-livestock.net](mailto:info@emergency-livestock.net)

You can also write to us at: LEGS, Vesey Farm, Little Clacton Road, Great Holland, Frinton-on Sea, Essex, CO13 0EX

### WHAT WE WILL DO ON RECEIVING YOUR COMPLAINT

- We'll listen, record your complaint and advise you how it will be handled.
- We'll investigate whenever necessary. If the complaint involves a member of staff or volunteer, we will not divulge the name of the complainant during an investigation unless we are specifically given permission to do so.
- We'll take action to resolve the problem and tell you what that action is.
- We'll take steps to avoid a repeat occurrence.

At all times we will treat you with understanding and respect. All we ask is that you do the same for our staff.

Confidential information in relation to your complaint will be handled sensitively. We do not deal with matters for which the Charity is not directly responsible unless it involves a safeguarding issue.

## **COMPLAINT RESPONSE TIMES**

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.

You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required, we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you.

## **WHAT CONSTITUTES A LEGITIMATE COMPLAINT?**

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of the charity, any contractors or organisations under the control of the Charity, its workers or volunteers.

## **WHAT IF OUR RESPONSE DOES NOT SATISFY YOU?**

Ultimately, you have recourse to the online complaint form at the Charity Commission ([www.charitycommission.gov.uk](http://www.charitycommission.gov.uk))