



# the linda norgrove foundation

## The Linda Norgrove Foundation Complaints Procedure

The Linda Norgrove Foundation is committed to providing transparent decision making and clear processes to ensure that all donated money is spent to improve the quality of life for women and children in Afghanistan. We therefore take all complaints seriously. A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- LNF decision making regarding the running of the Foundation
- the behaviour of our staff
- any action or lack of action by staff affecting an individual or group.

Our complaints policy does not cover:

- matters that have already been fully investigated through the complaints procedure
- anonymous complaints
- complaints about access to information where procedures and remedies are set out in legislation, eg Freedom of Information Act, Data Protection Act.

### Our standards for handling complaints

- We treat all complaints seriously, whether they are made by letter or by email.
- You will be treated with courtesy and fairness at all times - we would hope, too, that you will be courteous and fair in your dealings with our staff at all times.
- We will treat your complaint in confidence. A complaint regarding a member of staff will be reviewed by the Trustees. A complaint against a Trustee will be reviewed by the Board, who will discuss the matter separately from the Trustee involved in the complaint.
- We will deal with your complaint promptly - we will acknowledge receipt of a written complaint within five working days, and we will send you a full reply within 20 working days of receipt.
- If we cannot send a full reply within 20 working days of receipt, we will tell you the reason why and let you know when we will be able to reply in full.

## **How to complain**

We ask that all complaints are made either via email or post. This is to ensure a clear paper trail in event of an audit by the charity regulator.

You can send an email to [sophie.brown@lindanorgrovefoundation.org](mailto:sophie.brown@lindanorgrovefoundation.org) or make a complaint in writing to:

The Linda Norgrove Foundation,  
3 Mangersta,  
Isle of Lewis,  
HS2 9EY

## **Recording complaints**

We will log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery.

We will handle your information in line with data protection legislation.