# COMPLAINTS POLICY

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XLP

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XLP

## 1. PURPOSE AND SCOPE

This policy sets out how XLP will handle complaints from beneficiaries, donors, partners, volunteers, staff, and members of the public.

We are committed to:

- Treating all complaints seriously and fairly
- Resolving issues promptly and transparently
- Using feedback to improve our services, governance, and accountability

This policy applies to all aspects of our work, including safeguarding concerns, fundraising activities, and service delivery. This Policy will be reviewed every two years or sooner if required by law or regulatory guidance.

## 2. DEFINITION OF A COMPLAINT

A complaint is any expression of dissatisfaction – whether justified or not – about our actions, omissions, or the behaviour of our staff, trustees, or volunteers.

## 3. HOW TO MAKE A COMPLAINT

Complaints can be made in writing, by email, or verbally:

- **Email:** complaints@xlp.org.uk
- **Post:** XLP, All Hallows 83 London Wall, London EC2M 5ND
- **Phone:** 020 7256 6240

Please provide:

- Your name and contact details
- A clear description of the issue
- Relevant dates, times, and names (if known)
- Any supporting evidence

Anonymous complaints will be considered where sufficient information is provided.

## 4. COMPLAINTS PROCESS

### Stage 1 – Acknowledgement

- We will acknowledge receipt within five working days

### Stage 2 – Investigation

- A designated manager (not involved in the matter) will investigate
- We aim to respond in writing within 20 working days
- If more time is needed, we will inform you and explain why

**Stage 3 – Review**

- If you are dissatisfied, you may request a review by the Chief Executive or Chair of Trustees
- The review outcome will be provided within 20 working days of your request

## 5. ESCALATION TO REGULATORS

If you remain dissatisfied after our internal process, you may contact:

- **Charity Commission for England and Wales** – for serious concerns about governance or misuse of funds
- **Fundraising Regulator** – for complaints about fundraising practices.
- **Local Safeguarding Board or Police** – for safeguarding concerns.

## 6. SAFEGUARDING COMPLAINTS

Any complaint involving potential harm to a child or vulnerable adult will be handled in line with our Safeguarding Policy and reported to the appropriate statutory authorities without delay.

## 7. CONFIDENTIALITY AND DATA PROTECTION

All complaints will be handled in accordance with the UK GDPR and our Data Protection Policy. Information will only be shared with those directly involved in resolving the matter.

## 8. SAFEGUARDING COMPLAINTS

- All complaints are logged and reviewed quarterly by senior management
- Trustees receive an annual complaints report to ensure oversight and accountability
- Trends and lessons learned will inform policy and practice improvements