

## Complaints Procedure

### 1. Purpose:

The purpose of this complaints procedure is to provide a clear and transparent process for individuals to raise complaints or concerns regarding The Diversity Trust CIC's services or conduct. This procedure ensures that all complaints are handled promptly, fairly, and effectively.

### 2. Definition of a Complaint:

A complaint is defined as an expression of dissatisfaction or concern regarding The Diversity Trust services or conduct, which requires a response or resolution.

### 3. Complaints Handling Process:

#### a. Step 1: Informal Resolution

- Individuals are encouraged to first attempt to resolve their complaint informally by discussing the issue with the relevant staff member or team involved.
- Staff members should listen attentively, take the complaint seriously, and try to find a satisfactory resolution.
- If the complaint is resolved at this stage, the staff member should document the details of the complaint and the resolution agreed upon.

#### b. Step 2: Formal Complaint

- If the complaint cannot be resolved informally, the individual may submit a formal complaint in writing to the Chief Executive.
- The complaint should include a clear description of the issue, relevant details, and any supporting documentation or evidence.
- The complaint should be submitted within 10 working days from the date of the incident or issue.

#### c. Step 3: Complaint Acknowledgement

- The Chief Executive will acknowledge receipt of the complaint within 10 working days.
- The acknowledgement will include the name and contact details of the person responsible for handling the complaint.

#### d. Step 4: Complaint Investigation

- The Chief Executive will conduct a thorough and impartial investigation into the complaint.

- The investigation may involve gathering additional information, interviewing relevant parties, and reviewing relevant documents or records.
- The investigation will be completed within 20 working days.

**e. Step 5: Complaint Resolution**

- The Chief Executive will communicate the findings of the investigation to the complainant.
- If the complaint is found to be valid, The Diversity Trust will take appropriate actions to address the issue and prevent its recurrence.
- The complainant will be informed of the actions taken or proposed to resolve the complaint.
- If the complaint is found to be invalid or unsubstantiated, The Diversity Trust will provide a clear explanation to the complainant.

**f. Step 6: Appeal Process**

- If the complainant is not satisfied with the resolution provided, they may request an appeal by submitting a written request to the Chair of the Board of Directors.
- The appeal should clearly state the reasons for the dissatisfaction and any additional information or evidence to support the appeal.
- The appeal will be reviewed by Chair who was not involved in the initial complaint handling process.
- The decision of the appeal review will be final and communicated to the complainant.

**4. Confidentiality and Privacy:**

- All complaints will be handled with strict confidentiality and in accordance with applicable privacy laws and regulations.
- Personal information collected during the complaints handling process will be used solely for the purpose of investigating and resolving the complaint.

**5. Continuous Improvement:**

The Diversity Trust is committed to continuously improving its services and conduct based on feedback received through the complaints procedure.

- Complaints will be analysed periodically to identify trends, root causes, and opportunities for improvement.

By following this complaints procedure, The Diversity Trust aims to address complaints promptly, fairly, and effectively, and to maintain the trust and satisfaction of its clients and stakeholders.

Berkeley Wilde  
Chief Executive, The Diversity Trust  
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