



LITDRIVEUK CONCERNS AND COMPLAINTS POLICY

Date of review: March 2023

We take complaints very seriously and treat them as an opportunity to develop. This is why we're always very grateful to hear from people willing to take the time to help us improve. You can email us at LitdriveUK@hotmail.com or you can write to us at:

LitdriveUK

PO Box 11023

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LE19 9DY

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily.

We endeavour to respond fully and conclusively to all complaints within ten working days. However, you will receive an acknowledgement of your complaint within the first five working days of receipt. Wherever possible we will deal with it more quickly, if we think it will take longer we will let you know.

You can contact us in whichever way is most convenient to you and we will respond to you via the same method unless instructed otherwise.

In more complex situations where an immediate response is not possible, we will investigate the matter and get back to you as quickly as we can. We will record your complaint and between us we can agree on the best way and time to get back in contact with you.

We will work flat out to fix problems, correct mistakes and address concerns in a way that pleases you. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome and two heads are better than one.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

From time to time we receive complaints that do not relate directly to something that LitdriveUK has done or that we are not in a position to comment on.

We are a charity with limited resources and we must use these in the best way possible.

This can mean not engaging in lengthy debates on issues that are unrelated to LitdriveUK's work.

There may be rare occasions when we chose not to respond to a complaint at all. These include:

- When a complaint is about something that LitdriveUK has no direct connection to. We may choose to reply to clear our name but we are not obliged to.
- When someone unreasonably pursues a complaint that we have already responded to. They will be given escalation points but we may choose not to reply again, we will always inform you of our decision to do this.
- When a complainant is being obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member. When a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email. In this instance we can chose whether it is necessary for us to reply or not.
- LitdriveUK cannot respond to complaints made anonymously. However, we will investigate the complaint and use the information to improve in any way that we can.

If your complaint is related to another area of our work and you do not feel completely satisfied by our response then you can contact The Charity Commission at the address below.

The Charity Commission
PO Box 1227
Liverpool
L69 3UG
0845 3000 218
www.charity-commission.gov.uk

OUR PLEDGE

We treat all comments and complaints as an opportunity to improve. We are happy to acknowledge the mistakes that we have made, sincerely apologise for them and then try to prevent them from happening again in the future. Thank you for helping us to provide a better service.