

Concerns and complaints about Local Trust

This document sets out the approach and process when making a complaint about Local Trust.

Submitting your complaint

If you would like to submit a complaint about Local Trust please submit it in writing with the following information:

- your name
- your contact information, including email or postal address
- details of the concern along with any supporting information or evidence (we cannot review complaints that are based solely on broad concerns without examples, or where there is a lack of evidence to back up statements)
- consent to discuss your concerns or complaints with those directly involved

A complaint about Local Trust

Concerns about Local Trust will be reviewed by a member of the senior management team unconnected to the complaint.

During this process we may speak to the individual(s) concerned and the person making the complaint. We may also speak to others as appropriate, such as any relevant Big Local partnership, Locally Trusted Organisation or Rep.

A written response will be provided within 20 working days. This may include recommendations for changes to policy or practice where relevant. Where actions are needed to address the specific complaint raised, these will include a named team or individual to carry it out, and a recommended timeframe for completion.

Complaints about third party organisations and contractors

Complaints about third party organisations that work with or have any other association with Local Trust should be directed to that organisation to respond in line with their own internal policies and procedures.

Communications identified as 'not for action'

In almost all instances complaints are made in good faith and reflect a real concern that the individual(s) have and we treat them seriously as described above. Occasionally a complaint can be marked 'not for action'. This might be because they are repeat or persistent complaints from the same individual(s), which have no substance or which have already been reviewed and concluded.

Learning

As an organisation Local Trust is committed to continuous learning and using this to improve the way we work and deliver Big Local and our other activities. We will regularly review the concerns, compliments and complaints we receive to identify any improvements in the way we work.

Local Trust

Email: info@localtrust.org.uk | Website: www.localtrust.org.uk | Telephone: 020 3588 0565
Address: Local Trust, CAN Mezzanine, 7-17 Great Dover Street, London SE10 4YR

We will develop this document over time with input from the people using this material. If you have thoughts on how this document can be made more useful for you, particularly if you live in one of the Big Local areas, please let us know.

The endowment for the Big Local programme is held by the Big Local Trust and overseen by Local Trust. The Big Local Trust was set up by the Big Lottery Fund with a National Lottery grant of £196,873,499.

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