

# Comments and Complaints Policy

The Mlambe Project



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## Comments and Complaints Policy

**Last reviewed July 2020**

**Next Review July 2023**

*This policy applies to all charity beneficiaries, partner organisations and other people working on behalf of The Mlambe Project, as well as staff, volunteers and trustees, and applies to The Mlambe Project (UK reg charity no: 1160518)*

### 1. PURPOSE

The purpose of this policy is to ensure that everyone involved with The Mlambe Project has a clear, formal process to feedback comments and complaints about the charity and its operations, and for complaints to be investigated and corrective action taken when necessary.

The Mlambe Project makes every effort to conduct its work to the highest standards of integrity and to treat all our beneficiaries, supporters, volunteers and staff equally. We aim continuously to improve our operations in both the UK and Malawi and we value all feedback that will help us do this.

### 2. IMPLEMENTATION

Our policy objective of inviting and responding to feedback from our stakeholders will be achieved through:

1. Encouraging charity stakeholders to let us know if they have concerns or wish to complain about any aspect of our work. This procedure is published on The Mlambe Project website.
2. Encouraging charity stakeholders to contact us with their comments and compliments about the charity's work, to inform our understanding of the impact of our operations.
3. Senior staff and trustees commit to reviewing all comments and complaints, taking necessary corrective action promptly as needed, and learning from feedback to improve our operations and organisational outcomes.
4. The Chair of Trustees commits to investigating and responding to escalated complaints.



## How to raise a concern or complaint

Please contact our Chief Executive and set out your concerns or complaints by emailing [andrewmm@themlambeproject.org](mailto:andrewmm@themlambeproject.org) or calling +44 7730 692365. They will try to resolve your concerns satisfactorily and quickly. We aim to respond positively and effectively to complaints and to put right any shortcomings that are within our control.

Please contact us as soon as possible about your concerns, so we can try to resolve the issue promptly. Specify clearly what aspect of the charity's operations or activity you wish to complain about. Include information like what went wrong, when and where it happened, who was involved, and what corrective action you would like in response to your feedback.

We need to know your name, contact details and your preferred way for us to contact you (e.g. email address and/or phone number). This is required as we do not investigate anonymous complaints.

Your complaint will be assigned quickly to the most appropriate person to deal with the complaint, usually the Chief Executive, who will investigate the matter fully and communicate regularly with you until the issue has been resolved.

We aim to acknowledge complaints within five working days of receipt. We are a small charity, so there may be some instances when acknowledgements take longer than five days, when staff are away for example. You will receive a full response within 15 working days, or be informed during this period if there will be any delay in our response and the reasons.

## Escalating complaints

Please contact Jon Hassian (Chair of Trustees) at [jon@themlambeproject.org](mailto:jon@themlambeproject.org) or on +44 7720318910 if you are not satisfied with our initial response to your complaint.

## If you wish to make a report outside of the organisation

You may wish to raise your concerns with the Charity Commission if you feel The Mlambe Project has not dealt with your complaint satisfactorily.

<https://www.gov.uk/government/organisations/charity-commission> or telephone 0300 066 9197.