

## COMPLAINTS POLICY

### Introduction

1. LionHeart seeks to deliver services that are timely, high quality and relevant to RICS professionals. In line with the LionHeart values we seek to react quickly when things go wrong and bring the best resolution we can to the situation and learn any lessons to make our services better in the future.
2. Our policy is to respond to complaints quickly, to deal with them fairly and transparently, and to learn from them in order to improve the organisation for the people we help, employees, volunteers and all other stakeholders.

### Who is this policy for?

3. This policy is for any individual or group of individuals who have:
  - a. applied for support of any kind from LionHeart and not been successful;
  - b. received any of LionHeart's services or resources;
  - c. worked in partnership with LionHeart staff members;
  - d. attended a LionHeart event or an event in which LionHeart is represented;
  - e. volunteered on behalf of LionHeart.
4. Anyone who is a close family member of anyone detailed above, has power of attorney or is legally responsible for them can also make complaints regarding the service received.

### This includes:

- a. anyone in receipt of grants, counselling, advice or any other type of support from LionHeart (including outsourced services such as careers or debt advice);
- b. LionHeart workshop and training or development recipients;
- c. Volunteers, including board members;
- d. LionHeart supporters/fundraisers;
- e. members of LionHeart groups such as the LionHeart Guild,;
- f. staff members of the RICS and firms with which we are working.

### **When to complain**

5. Complaints should be made within a reasonable time after the matter occurring, preferably within six months. We reserve the right to refuse any vexatious or historic complaints.

### **How to complain**

6. Complaints can be made by telephone, email or letter. Complaints made by email should be sent to [info@lionheart.org.uk](mailto:info@lionheart.org.uk). Telephone and written complaints will be logged by the Office and HR Administrator and forwarded to the most relevant member of the management team.

### **Initial procedure**

7. When we receive your complaint we will:
  - a. ensure that it is logged in our complaints log;
  - b. send you a copy of this complaints procedure;
  - c. allocate a staff member that we feel is the most appropriate person to deal with your complaint
  - d. that staff member will discuss your complaint with you in full, ask you how you would ideally like it resolved and explain the next steps to you.
8. We will take no longer than five working days to go through the above process with you.

### **Investigation and discussion**

9. The allocated staff member will investigate the complaint and will aim to resolve your complaint to your satisfaction within 20 working days. The CEO will be informed of all complaints made and the results of any investigation.

### **Communicating our findings**

10. We will write to you with our findings within 20 working days of receiving your complaint. If we are not able to do this, for example if we are waiting for documents, we will write to you within 20 working days to update you and we will give you a date by which you can expect a further response from us.

### **Appeal/Dissatisfaction with the handling of your complaint**

11. If you feel that your complaint has not been taken seriously or has been handled badly, you are not satisfied with the outcome or you feel that matter is unresolved for other reasons you can make an appeal to a specially appointed sub-committee of the board of trustees. To do this, the Appeal Procedure below should be followed.

## **Appeal Procedure**

12. Please make your initial appeal in writing to the CEO (either email or letter) so that this can be passed to a specially appointed sub-committee of the board of trustees comprising three board members.
13. When the committee receives the complaint they will:
  - a. write to you to acknowledge receipt of the complaint within 5 days;
  - b. investigate the case, (including reviewing any paperwork, speaking to both you and the person who dealt with the initial complaint, and other appropriate individuals;
  - c. make a decision as to how to resolve your complaint.

## **Decision**

14. The sub-committee will write to you within 20 working days regarding your appeal. They will explain:
  - a. the process undertaken in order to investigate the complaint, including who they have spoken to;
  - b. the conclusions arrived at, and why;
  - c. any actions that have already taken or that they plan to take to resolve your complaint.

## **Dissatisfaction with the handling of your complaint**

15. If you remain unsatisfied with the handling of your complaint, or with any actions, either taken or proposed, to resolve the complaint you may wish to ask for advice from the Charity Commission or the Fundraising Regulator.

## **Complaints regarding the CEO or the Board of Trustees**

16. If your complaint is regarding the CEO or an individual board member please call or email the LionHeart office and ask for the contact details of the Chair of the Board of Trustees who will then carry out the investigation in accordance with this policy.
17. If your complaint is regarding the Chair of the Board of Trustees it will be dealt with by the Vice Chair in accordance with this policy.
18. If your complaint is regarding the board of trustees as a whole body you may wish to ask for advice from the Charity Commission.

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Date board approved:	13 February 2025
Date for review:	February 2028