

124 City Road, London EC1V 2NW  
Company Number: 08141031

## **Complaints Procedure**

Whilst The Diversity Trust attempts to be as efficient as possible and to respond positively to the views of our clients, staff, volunteers and people who use our services, we recognise that there is always room for improvement. We would like to get feedback from you if you have a complaint to make. To make a complaint please use the following process.

If you are unhappy with someone from The Diversity Trust or with the organisation in general, the first step is to try to sort out the problem with the representative of The Diversity Trust with whom you have had contact, through a discussion.

If this does not lead to the problem being sorted out, then please make your complaint in writing, email, Braille or audio and send it to the CEO of The Diversity Trust at the address below.

The CEO will then investigate the complaint by talking to you and any other people who are involved in the situation.

The CEO will then prepare a report of the complaint which will be sent to you and to the Chair / Board who will consider the whole matter and inform you in writing, or other accessible format, of the action that will be taken to sort out the problem. (If the complaint is about the CEO, then the Chair, Secretary or Treasurer will take this on).

If you are not satisfied that the matter has been effectively dealt with by The Diversity Trust, you have a right to ask for an external investigation and The Diversity Trust will contact an appropriate body (for example a mediation or restorative justice agency). At all stages of the process you have a right to an independent advocate or friend to support you.

The Diversity Trust must respond within the times stated below:

**Step one:**

Formal complaint to the CEO

Confirmation of receipt of complaint within 8 working days.

**Step two:**

Report by CEO to Chair within 10 working days of confirmation of receipt.

**Step three:**

Investigation by Chair / Board to take place within 10 working days.

**Step four:**

Formal response from CEO/Chair/Board.

The complainant will be notified within 2 working days of the decision.

**Step five:**

External arbitration.

This step is taken if all else fails. The time taken depends on external factors.

Your complaint will always be taken seriously and investigated fully.

How to contact The Diversity Trust if you have a complaint:

Send a letter to:           The Diversity Trust  
                                  124 City Road  
                                  London EC1V 2NX

Email:                        info@diversitytrust.org.uk  
Phone:                       07720 284 991  
Website:                     www.diversitytrust.org.uk

**Agreed and Adopted**

Signed: 

Name: Berkeley Wilde

Position: CEO

Date: 25 April 2013

Review Date : 25 January 2023