

Complaints Policy

July 2021



FARDAD
FOUNDATION



MIGRANT LEADERS

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Introduction

At Migrant Leaders we want to delight and surpass your expectations.

We believe that without your support we would not be able to continue to help young people from underrepresented and disadvantaged backgrounds to achieve their ambitions and fulfil their potential.

However, we know that there may be times when we do not meet our own high standards. When this happens we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We take complaints very seriously and we treat them as an opportunity to develop. Therefore we are always very grateful to hear from people who are willing to take the time to help us improve. We always thank people who contact us about their problems, concerns or worries.

We note that this Policy is applied in conjunction with our other Policies, such as our Data Protection Policy, Whistleblowing Policy and Confidentiality Policy. Please familiarise yourself with these Policies to understand how they apply to you. Our other Policies can be found here: [Support \(migrantleaders.org.uk\)](https://migrantleaders.org.uk)

How can you tell us your thoughts?

You can email us at enquiries@migrantleaders.org.uk to tell us about your complaint or to arrange a phone call to discuss it with us.

Please include your name and contact telephone number in your email so that we can get back in touch.



How long will it take?

We endeavour to respond conclusively to all complaints within 10 working days. However, you will receive an acknowledgement of your complaint within the first 5 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 ask us to contact you in whichever way is most convenient to you and we will respond to you via this method unless you tell us otherwise.

We have found that the best way to resolve problems quickly is by telephone. This way we can make sure that we fully understand the issue and can gather all the information that we need to resolve any problem in a fast and effective way.

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 can agree on the best way and time to get back in contact with you.

What we will do

We will work hard to fix problems, correct mistakes and address concerns in a way that satisfies 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 your input is welcome.

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.



We are a charity with limited resources, and we must use these in the best way possible. If we receive a complaint(s) that do(es) not relate directly to something Migrant Leaders has done or that we are not able to comment on, we will only let you know that we will not be considering the complaint(s) any further.

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

- When a complaint is about something to which Migrant Leaders has no direct connection. We may choose to reply to clear our name, but we are not obliged to do so.
- When someone unreasonably pursues a complaint that we have already responded to, it will be escalated but we may choose not to reply again. We will however inform you of our decision to do this.
- When a complainant is obviously abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member, volunteer or other worker.
- 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 choose whether it is necessary for us to reply or not.

Subject to our other Policies, Migrant Leaders cannot respond to complaints made anonymously. However, we will look into the complaint and use the information to improve in any way that we can.

Migrant Leaders is committed to the highest standards in fundraising practice. If your complaint is to do with fundraising and you feel that it has not been resolved by us then you may refer it to the Fundraising Regulator who can investigate your complaint. You must contact them within two months of receiving our response. Contact can be made via its online complaints form or via telephone: 0300 999 3404.



Alternatively 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. Additional information is available here <https://www.gov.uk/guidance/report-serious-wrongdoing-at-a-charity-as-a-worker-or-volunteer>.

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 mistakes that we agree have been 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.

The Policy will be reviewed annually by the Chief Executive Officer and approved by the Board of Trustees. It will also be reviewed in response to changes in relevant legislation, contractual arrangements, good practice or in response to an identified failing in its effectiveness.

Date 9th July 2021

Signed _____

Review Date 9th July 2021



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www.migrantleaders.org.uk

-  enquiries@migrantleaders.org.uk
-  [linkedin.com/company/migrant-leaders](https://www.linkedin.com/company/migrant-leaders)
-  twitter.com/MigrantLeaders
-  [facebook.com/MigrantLeadersUK](https://www.facebook.com/MigrantLeadersUK)
-  [instagram.com/migrantleaders_](https://www.instagram.com/migrantleaders_)



FARDAD FOUNDATION

The Fardad Foundation (TFF) is a UK registered charity that works directly with young people from deprived neighbourhoods, educational institutions and employers to provide bespoke support pathways towards the fulfilment of their true potential. TFF develops and delivers programmes, working with third parties and volunteers. Incorporated independently, TFF is governed by a diverse Trustees Board.

The Fardad Foundation (TFF) is registered as a charity with the Charity Commission in England and Wales with registered charity number 1176049.