



LitterfreeSB Complaints Policy

November 2024

1. Purpose

The purpose of this policy is to ensure that any complaints from volunteers, community members, or other stakeholders are handled promptly, fairly, and effectively. We aim to maintain a positive and supportive environment for all involved in our litter-picking activities.

2. Scope

This policy applies to all volunteers, community members, and stakeholders involved with LitterfreeSB.

3. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of our group's activities, operations, or conduct of its members.

4. How to Make a Complaint

Complaints can be made in the following ways:

- **In Person:** Speak directly to a group leader or coordinator during a scheduled event.
- **In Writing:** Send a detailed description of the complaint to litterfreesb@gmail.com

5. Information Required

When making a complaint, please provide the following information:

- Your name and contact details.
- A detailed description of the issue.
- Any relevant dates, times, and locations.
- Names of any individuals involved.

- Any supporting evidence or documentation.

6. Handling Complaints

- **Acknowledgment:** We will acknowledge receipt of your complaint within 7 working days.
- **Investigation:** A designated complaints person from the Committee will investigate the complaint thoroughly and impartially.
- **Resolution:** We aim to resolve complaints within 30 working days. If more time is needed, we will inform you of the delay and the reasons for it.
- **Outcome:** You will be informed of the outcome of the investigation and any actions taken.

7. Confidentiality

All complaints will be handled with the utmost confidentiality. Information will only be shared with those directly involved in the investigation and resolution process.

8. Appeals If you are not satisfied with the outcome, you may appeal the decision by writing to Judith Brundell (Chairperson) at litterfreesb@gmail.com. Your appeal must be submitted within 30 days of receiving the decision. Upon receipt of your appeal, you will receive an acknowledgment within 7 days, and a final decision will be communicated to you within 30 days of the acknowledgment.

If you are still not satisfied with the appeal decision, you may request a review by an independent panel. This request must be submitted within 14 days of receiving the appeal decision. The independent panel will review the case and provide a final decision within 45 days.

If your complaint is upheld, the organization will take the following actions:

- **Rectification:** Immediate steps will be taken to address and rectify the issue.
- **Communication:** You will be informed of the actions taken and the expected timeline for resolution.
- **Preventive Measures:** The organization will implement measures to prevent similar issues in the future.
- **Follow-Up:** A follow-up will be conducted within a specified period to ensure the issue has been resolved satisfactorily.

9. Continuous Improvement

We are committed to continuously improving our services. Feedback from complaints will be used to identify areas for improvement and to prevent similar issues in the future.

10. Contact Information

For any questions or further information about this policy, please contact:

- Judith Brundell
- litterfreesb@gmail.com