



Complaints Procedure

1. Our commitment

Green Levers is committed to operating with integrity, transparency, and accountability. We welcome feedback and take complaints seriously, viewing them as an opportunity to learn and improve our work.

This procedure explains how to make a complaint about Green Levers and how we will handle it.

2. What we mean by a complaint

A complaint is an expression of dissatisfaction about the actions, decisions, or conduct of Green Levers, its trustees, staff, or representatives.

This may include concerns about:

- Our activities or programmes
- Our communications
- How we work with partners, supporters, or members of the public
- Behaviour or conduct associated with Green Levers

This procedure does not cover:

- Safeguarding concerns, which should be reported in line with our Safeguarding Policy
- Requests for information or general enquiries

3. How to make a complaint

Complaints should be submitted in writing where possible and sent to:

Email: contact@greenlevers.org

Subject line: Complaint

Please include:

- Your name and contact details



- A clear description of the complaint
- Any relevant dates, correspondence, or supporting information

If you are unable to submit your complaint in writing, please contact us and we will do our best to support you.

4. How we handle complaints

We aim to handle complaints fairly, respectfully, and in a timely manner.

- We will acknowledge receipt of your complaint within **five working days**
- We will review the complaint and may seek further information where appropriate
- We aim to provide a substantive response within **twenty working days**

If a complaint is complex or requires more time to investigate, we will keep you informed of progress.

Where a complaint relates to the actions of a partner or associate, we may refer the matter to the organisation concerned, while remaining engaged to help ensure concerns are addressed.

5. Escalation

If you are not satisfied with the response you receive, you may request that your complaint be reviewed by a trustee who has not previously been involved in the matter.

Requests for escalation should be **emailed to contact@greenlevers.org** within **fourteen days** of receiving our response.

6. Confidentiality and data protection

Complaints will be handled confidentially and in accordance with our Privacy Policy. Information will only be shared with those who need to be involved in investigating and responding to the complaint.

7. Unreasonable or persistent complaints

Green Levers reserves the right to manage complaints that are vexatious, abusive, or unreasonably persistent, while ensuring that genuine concerns are treated fairly and respectfully.

8. Learning and improvement

We record and review complaints to help us improve our policies, practices, and decision-making.



9. Further action

If you remain dissatisfied after exhausting this complaints procedure, you may raise your concern with the [**Charity Commission for England and Wales**](#), which regulates charities in England and Wales. The Charity Commission will normally only consider complaints where there is a serious risk of harm to a charity or its assets.