

Complaints Procedure

Land and Leaf Collective aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with us.

If you are not happy with Land and Leaf Collective please tell us.

Initial Complaint

If you are unhappy about any Land and Leaf Collective service, please speak to the relevant volunteer, staff member, or director. If you are unhappy with an individual in Land and Leaf Collective sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, then speak to the person's line manager or a director. Often we will be able to give you a response straight away. When the matter is more complicated, we will give you an initial response within five working days. If your concern cannot be resolved informally within five working days, we will escalate it to a formal complaint process.

Accessibility and Support for Complainants

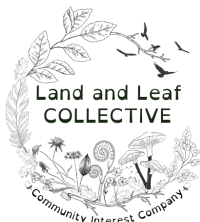
We are committed to ensuring our complaints process is accessible to all individuals, in line with the Equality Act 2010. If you require any adjustments or support to make a complaint, such as alternative formats, language interpretation, or an advocate, please let us know.

Making a Written Complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the director/ board of directors (If your complaint is about a director, please write to the other director(s)). All written complaints will be logged.

You will receive a written acknowledgement within five working days. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Policy created:	01.12.2024
Latest review:	29.01.2026



If you are not satisfied with the formal response within ten working days, you may request a review by an independent party or escalate further as outlined below.

All information provided in the complaints process will be handled in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Your data will only be used for the purposes of investigating and responding to your complaint.

Complaints Involving Safeguarding Issues

If your complaint relates to a safeguarding issue involving an adult or child, this will be immediately referred to the Designated Safeguarding Lead in line with our safeguarding policies.

Complaints to the Regulator of Community Interest Companies

If after we have responded you are not satisfied, the next step is to complain to the regulator of community interest companies. Information on how to complain to the CIC regulator can be found at:

<https://www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies/about/complaints-procedure#how-to-complain-about-a-cic>

CIC regulator 1st Floor Companies House Crown Way Cardiff CF14 3UZ

Email cicregulator@companieshouse.gov.uk

Review and Monitoring

This policy is reviewed on an annual basis, or after each formal complaint has been made.

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