

UnLtd 

UnLtd  Scotland

# UnLtd's Complaints Policy

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# Complaints Policy

The purpose of UnLtd's Complaints Policy is to set out how we will investigate complaints made by individuals.

Our aim is to resolve the issues and to enable our organisation to learn from any mistakes. In this way we will be able to improve our services in the future. All complaints are taken very seriously.

The Complaints Policy is designed to try and resolve complaints locally to the satisfaction of the person complaining.

- 1** If you have a complaint you should send an email to the Director of Awards, clearly stating the nature of the complaint, providing any evidence you have.
- 2** Our Director of Awards can be contacted at [DeniseRamsey@unltd.org.uk](mailto:DeniseRamsey@unltd.org.uk)
- 3** The Director of Awards will acknowledge receipt of your complaint within five working days of it being received.
- 4** The Director of Awards will need a little time to investigate the matters which are raised but usually you will receive a reply within two weeks.
- 5** If, having received a reply from the Director of Awards, you are still not satisfied you should write to the Chief Executive of UnLtd.

- 6** Our Chief Executive can be contacted via [SarahThorndyke@unltd.org.uk](mailto:SarahThorndyke@unltd.org.uk)
- 7** The Chief Executive will acknowledge receipt of your complaint within five working days. He will then investigate your complaint and will reach a decision on action to be taken, usually within two weeks. He will write to you and let you know his decision. The decision of the Chief Executive is final.
- 8** If at any stage your complaint is upheld we will apologise and provide an explanation. We will also provide an assurance that the same thing will not happen again and take action to put things right.
- 9** He will also report all complaints to UnLtd's Trustees on our Awards and Delivery Committee. Trustee members of this Committee will review all complaints and oversee the actions that we need to take. All Trustees will receive this information at their next Board meeting and a record of complaints is included in UnLtd's Annual Report.
- 10** The Awards and Delivery Committee are responsible for the approval of a range of Awards. There is no right of appeal against decisions taken by the Awards and Delivery Committee on individual applications for Awards.

# Contact us

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## UnLtd National Centre

123 Whitecross Street, Islington,  
London, EC1Y 8JJ

Telephone: 0207 566 1100

## Bradford

2A Mill Street, Bradford,  
West Yorkshire, BD1 4AY

Telephone: 01274 750 630

## Birmingham

Unit G2, The Ground Floor, The Arch,  
48-52 Floodgate Street, Birmingham, B5 5SL

Telephone: 0121 766 4570