



## iheart Principles Complaints Procedure

### **Please send written complaints to:**

iheart Principles, 66 Brent Street, London, NW4 2ES

Or by email to CEO Brian Rubenstein at [brian@iheartprinciples.com](mailto:brian@iheartprinciples.com)

Because of the nature of the charity's activities, and for privacy and accuracy reasons, we request that complaints are not made by phone.

Due to the small number of staff within the organisation, and to ensure objectivity in regards to complaints, complaints raised and received into the organisation through general communication channels (ie via website contact forms, through the post, or by email to a member of staff) should be forwarded to Brian Rubenstein CEO for investigation and reply.

### **The facts of the complaint should be gathered, and include**

- The complainant's name, address, email and telephone number.
- Their relationship to iheart Principles.
- The nature of their complaint including relevant staff members, and/or relevant Media/webpages/communications

### **Process for investigating complaints**

1. Confirm with the complainant that their complaint has been received, forwarded to the CEO Brian Rubenstein who will oversee the complaints procedure.
2. Ensure that the complaint is in writing (either by mail or email) so that the complaint is recorded by the complainant directly and not interpreted (or otherwise misinterpreted) by any member of staff receiving and logging the complaint.
3. Ensure that the complainant has a copy of this document, and is aware of the timetables within.
4. Log the complaint in the complaint log
5. If the complainant fails to lodge their complaint in writing, the essence of the complaint should be noted and forwarded to the leadership team for a review of processes.

### **Investigation by CEO**

The complaint process is overseen by CEO Brian Rubenstein to ensure objectivity due to the small number of staff members in the team.

The CEO will acknowledge to the complainant, by email, receipt of the complaint and that an investigation has been commenced within 7 days of the complaint being logged, and include a timeframe of what the complainant can expect to happen next. The organisation aims to resolve complaints within 30 days, and if investigations are expected to extend beyond this time, the complainant should be kept promptly informed of such.



The CEO will investigate the complaint, this will involve seeking information and response from any members of staff involved, and giving them a fair opportunity to respond.

The complainant should always receive a full reply detailing the investigation and its outcomes, and any actions, changes or adaptations implemented as a result. This step should happen regardless of whether or not the complaint is justified.

### **Escalation to Board of Trustees**

If the complainant feels that the problem has not been satisfactorily resolved the complaint will be escalated to the Board of Trustees, who will acknowledge to the complainant this within 7 days, including a named Trustee who will be responsible for the escalation, and when the complainant can expect a reply.

The Board of Trustees may choose to carry out additional investigations, or delegate a senior member of staff to do so. The Board of Trustees will liaise with the CEO to ensure smooth communication and full information regarding the first part of the investigation

Complaints should be investigated and resolved within 30 days, however if resolution is not possible during this period, due to availability of trustees or extended investigations required, an update should be sent to the complainant within 30 days detailing further steps and expected timetables.

The complainant should always receive a full reply detailing the investigation and its outcomes, and any actions, changes or adaptations implemented as a result. This step should happen regardless of whether or not the complaint is upheld.

### **Internal Process Monitoring and Review**

Any complaint lodged should be discussed within the leadership team, and to identify any necessary areas which may require either monitoring or further action with the view of consistently and committedly improving processes and procedures within the organisation.

The organisation retains the right to adapt this process where necessary, for example if there is a conflict of interest, a complaint involves the CEO or a specific trustee, or where external advisors may be required.