



UrbanLeaf complaint handling procedure.

Complaint received from charity

- Complaints received from the charity are logged.
- The complaint is passed on to the relevant regional manager to investigate with the teams and to take the appropriate statements.
- The response is then fed back to either the Business Manager or Managing Director.

After investigation, and if appropriate any disciplinary action, the complaint log is then forwarded onto to the charity within 5 working days of receiving the complaint*.

Complaint received directly to UrbanLeaf

- A complaint received by UrbanLeaf is flagged to the charity within 24th hours and logged.
- The complaint is passed on to the relevant regional manager to investigate with the teams
- Statements are then fed back to either the Business Manager or Managing Director.

After investigation, and if appropriate any disciplinary action, the complaint log is then forwarded onto to the charity within 5 working days of receiving the complaint*.

All complaints are recorded and logged. UrbanLeaf have a complaints code that they use for all campaigns with what could be considered the appropriate action to be taken. All complaints are dealt with on an individual basis.

Individuals making a complaint

Anyone who makes a complaint will be protected under the UrbanLeaf whistleblowing policy, which can be found [HERE](#).

How to Complain

If at any time you would like to contact us or make a complaint, please do use the contact details provided on our website.

We will try to resolve the problem as quickly as possible. Whatever the complaint, you can expect us to confirm receipt of a complaint within 48 hours provide a full response within 14 working days*.

If you do not feel your complaints has been resolved to your satisfaction, your complaint will be passed onto one of UrbanLeaf's Directors for review. You will be contacted within 10 days* with the outcome of this review.

If you are still not satisfied with the response you entitled to raise your concern with the charity directly or the Fundraising Regulator.

The Fundraising Regulator

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49-51 East Road

London N1 6AH

Tel: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk

*this timeline is dependent on all parties being at work