

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 bases.

*this timeline is dependent on all parties being at work

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