



Complaints Policy

Policy statement

Livingstone Tanzania Trust is committed to delivering a high standard of services to anyone who engages with our work. Receiving feedback and responding to complaints is an important part of improving Livingstone Tanzania Trust's accountability. We take complaints extremely seriously and view this as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who has made a complaint. Ensuring our stakeholders can hold us to account will improve the quality of our work in all areas.

We seek to provide a fair complaints procedure which is clear, easy to use and readily accessible by anyone wishing to make a complaint. To ensure this our complaints procedure is available on our website so that those wishing to make a complaint know how to contact us, we ensure LTT staff know how to deal with complaints and we make sure complaints are investigated fairly and responded to in a timely fashion. We are committed to the work we do and therefore where complaints are made we seek to resolve these and repair relationships where possible.

Scope

This policy applies to Livingstone Tanzania Trust and is global in its application. A complaint can be made by any supporter, partner organisation, community or individual with whom we work, or any member of the public whether an individual, company or other entity, in the UK or anywhere else in the world.

Definitions

A complaint is an expression of dissatisfaction about the standards of service, actions or lack of action, by Livingstone Tanzania Trust or its staff and associated personnel¹. It is a criticism that expects a reply and would like to see things changed. Complaints could include the following (these are examples not an exhaustive list):

- Concern from someone we work with about the quality of programme delivery
- Concern from a member of the public or supporter about a particular fundraising approach or campaign action
- Concern about the behaviour of staff or associated personnel

A complaint must be about some action for which Livingstone Tanzania Trust is responsible or is within our sphere of influence.

A complaint is not:

- A general inquiry about our work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from a service e.g. a campaign, newsletter or email

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

Who can make a complaint?

This policy is global in application. A complaint can be made by any supporter, partner organisation, community or individual with whom we work, any member of the public whether an individual, company or other entity in the UK or around the world.

¹ Contractors, suppliers, local partners, UK partners, volunteers etc.

Complaints by staff are governed by Livingstone Tanzania Trust's procedures for dealing with problems in the workplace, and our Anti Bullying and Harassment policy. Complaints relating to serious incidents such as safeguarding concerns will be dealt with through the relevant policy and procedures.

Procedures for making a complaint

It is hoped that most complaints or concerns about Livingstone Tanzania Trust's work or behaviour can and will be dealt with informally by staff. However, we recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

In the first instance, contact the person providing the service (if possible), we hope to sort out most problems informally and on the spot.

Alternatively, you can EMAIL us at julian@livingstonetanzaniatrust.com This should be done by either the individual or organisation making the complaint or via someone acting on their behalf.

- We will acknowledge and provide an initial response to your complaint within 10 working days of receipt of the complaint, if we need to conduct more in-depth investigations we aim to provide a full response within 20 working days.
- If your complaint is related to safeguarding this will be dealt with through LTTs safeguarding policy, please complete our safeguarding reporting form available on our website.

If you are not satisfied with the response you received you can escalate your complaint to the Chair of Trustees of the Livingstone Tanzania Trust, Mr. Clive Shiret. Clive can be contacted via email at clive@livingstonetanzaniatrust.com . Please provide details of the complaint and why you are not satisfied with the response/resolution provided up to this point. Please also provide your contact details to enable the Chair to respond. The Chair will consult with other Livingstone Tanzania Trust trustees if appropriate.

- The Chair will acknowledge receipt of the complaint within 10 working days and will advise on when you are likely to hear a full response.

If you are not satisfied with the response from the board and the outcome of your complaint you can escalate your complaint further.

- If your complaint concerns fundraising, you can contact the Fundraising Regulator who will investigate the complaint. They can be contacted via the complaints form found [here](#)
- If your complaint is related to another area of our work and you do not feel completely satisfied with our or the Board's response you can contact the [Charity Commission](#)

If you want to make a complaint by POST, please send your letter to Clive Shiret, Chair of Trustees of the Livingstone Tanzania Trust, 14 St Davids Drive, Leigh on Sea, Essex, SS9 3RF. Due to the overseas nature of our work our staff and trustees are frequently out of the country. Our target response time for complaints received by post is to acknowledge receipt of your complaint within 3 weeks.

Livingstone Tanzania Trust staff maintain an anonymised summary complaints log which is reviewed by the trustees every six months with a view to ensuring action taken at the time was appropriate and any changes effectively incorporated into our operations and procedures as needed. Copies of complaint records and subsequent communications will be kept in hard copy, in a locked cabinet, by the chair of trustees.

All complaints addressed at the director level will be stored for 2 years, all complaints which are escalated to the trustees will be stored for a period of five years.