

Complaints

Our aim is to run the project in a way that does not occasion complaint.

Complaints will be dealt with confidentially.

If you need to raise an issue you might consider speaking to the leader of the group concerned. If this seems inappropriate or fails to resolve the matter you should complain to the project office directly in writing or by email.

Our contact details are: info@keyprojectcumbria.onmicrosoft.com or by post to Cross View House, 6 The Square, Milnthorpe. LA7 7QJ

Complaints will be passed to the chair of trustees. A trustee will be nominated to meet with the complainant and attempt to resolve the complaint.

If the complaint cannot be resolved it will be referred back to the chair, who with at least one other trustee who has not previously been involved in the handling of the particular complaint, will meet with the complainant and seek to resolve the complaint.

If the chair of trustees is personally involved with the complained about events then another trustee will be chosen to lead at all stages.

Safeguarding complaints are dealt with urgently by our designated safeguarding lead who is appointed from the trustees.

Our safeguarding contact details are: safeguarding@keyprojectcumbria.onmicrosoft.com

or by phone 07362 593076