

## Curious Roots Consulting: Complaints Procedure

**Last updated:** 15 July 2025

At Curious Roots Consulting, we aim to work with integrity, care, and professionalism. However, if something has gone wrong or you feel unsatisfied with any aspect of our work, we want to hear about it and learn from the experience.

This document outlines our approach to handling concerns or complaints in a clear, fair, and timely way.

### 1. Who Can Make a Complaint

Complaints can be raised by:

- Project partners or clients
- Evaluation participants
- Stakeholders affected by our work

### 2. What You Can Complain About

We welcome feedback and concerns relating to:

- The way an evaluation or engagement activity was delivered
- How your data or privacy was handled
- Communications, conduct, or behaviour
- Anything you feel didn't meet expected standards of ethics or professionalism

### 3. How to Raise a Concern

In the first instance, please contact:

**Clare Meakin**

Lead Consultant, Curious Roots Consulting

Email: [clare@curiousrootsconsulting.com](mailto:clare@curiousrootsconsulting.com)

Please include a short description of your concern, including:

- What happened
- When it happened
- Any individuals involved
- What outcome you are seeking (if known)

You can expect a reply within **7 working days**.

### 4. What Happens Next

- Your concern will be acknowledged and logged
- You may be invited to discuss the issue further via phone or email
- A full response will be provided within **21 working days**, outlining any actions or outcomes

If the complaint relates to a commissioned project, it may also be shared with the commissioning organisation and handled jointly according to their complaint procedures.

### 5. Our Commitment

We are committed to:

- Listening without defensiveness
- Investigating concerns fairly and respectfully
- Acting on valid complaints to improve our work
- Maintaining confidentiality and professionalism throughout

We value all feedback as an opportunity to learn and grow.

**Thank you for helping us uphold the values that Curious Roots is built on.**