



Complaints Policy

We are committed to providing a high-quality service. We welcome feedback and take complaints seriously as they help us to improve our work.

What is a complaint

A complaint is an expression of dissatisfaction about our charity, our services, our staff, volunteers, or trustees.

How to make a complaint

Complaints can be made by email to lucyslights@outlook.com

Please provide your name contact detail details and a description of your complaint.

How we handle complaints

- All complaints will be reviewed and handled by Beccie Thornhill (charity trustee)
- We will acknowledge your complaint within five working days
- We will investigate the issue fairly and confidentially
- We aim to provide a full response within 20 working days
- If the complaint is complex, we will keep you informed of progress

If you are not satisfied

If you are unhappy with our response, you may ask for the complaint to be reviewed by another charity trustee.

Confidentiality

All complaints will be handled sensitively and in line with data protection.

Learning from complaints

We use complaints to improve our services and prevent similar issues in the future.