

## Complaints Policy

### Overview

Global Legal Action Network (GLAN) work with affected communities to pursue innovative legal actions across borders to challenge powerful actors involved in human rights violations and systemic injustice.

GLAN is committed to delivering our organisational objectives in line with legal requirements and operational best practice.

GLAN views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint. We aim to deal promptly, fairly and effectively with any complaint.

GLAN will:

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- ensure everyone knows what to do if a complaint is received
- ensure all complaints are investigated fairly and in a timely way
- ensure that complaints are, wherever possible, resolved and that relationships are repaired
- gather information which helps us to continually improve what we do

### What is a complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of GLAN's activities. Complaints may come from any person or organisation. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from employees, who should refer to GLAN's Grievance Policy, which is contained in the GLAN Employment Policies Handbook.

### Confidentiality

All complaint information will be handled sensitively in line with data protection requirements and information will be limited to those who are authorised to see it as part of their duties.

### Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees at GLAN. All staff have a responsibility to adhere to the policy.

## **How to complain**

Written complaints may be sent to anyone at GLAN. In absence of another known contact, you should address a complaint by e-mail to [Complaints@glanlaw.org](mailto:Complaints@glanlaw.org) or by post to:

UK: 57-60 Lincoln's Inn Fields, London, WC2A 3LJ

IRELAND: Rm 101, Irish Centre for Human Rights, University Road, Galway

Verbal complaints should be made by calling your usual contact at GLAN.

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

## **What will happen next?**

### Stage One

All complaints are recorded on a complaint log.

Complaints should be acknowledged by the appropriate Senior Leadership Team (SLT) member within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by the Chief Operations Officer (COO). The COO will acknowledge the complaint within one week. The COO will investigate the complaint, record the findings and respond to the complainant within four weeks. This may involve reviewing the paperwork associated with the complaint and speaking with the person who dealt with the complaint at Stage One.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening. Ideally complainants should receive a definitive reply within four weeks. If this is not possible a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### Stage Three

If the complainant feels that the problem has not been satisfactorily resolved at Stage One or Two, they can request that the complaint is reviewed by the CEO & Trustee members of the Board, who will review the complaint as in Stage Two. The Trustees may investigate the facts of the complaint themselves or delegate a suitably senior person to do so.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution. Variation of the procedure outlined above may vary for good reason, for example, a complaint about the COO should not also have the COO as the person leading a Stage Two review.

**Monitoring and learning from complaints**

Complaints are reviewed quarterly to identify any trends which may indicate a need to take further action.

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| Version          | 1               |
| Date implemented | 22/04/2024      |
| Responsible lead | COO             |
| Review date      | Every two years |