BLACK WOMEN RISING

The Leanne Pero Foundation

Complaints Policy and Procedure

August 2026

Review Date – August 2027

By whom – CEO

Leanne Pero MBE (CEO)

1. Introduction

The Leanne Pero Foundation, including its Black Women Rising programme, is committed to maintaining high standards of professionalism, fairness, respect and accountability across all areas of our work.

We recognise that, despite our best efforts, there may be occasions when individuals wish to raise concerns or make a complaint about their experiences with our charity.

This policy applies to all members, volunteers, staff members, freelancers, project workers, partners, service users and other individuals who engage with our charity and its programmes.

We take all complaints seriously and are committed to ensuring that they are handled fairly, impartially, respectfully and within reasonable timescales.

Our complaints procedure aims to:

- Provide a clear and accessible process for raising complaints.
- Ensure that all complaints are considered fairly and without discrimination or bias.
- Protect the dignity and confidentiality of everyone involved.
- Support appropriate resolution through open and constructive communication.
- Identify opportunities for learning, improvement and organisational development.
- Ensure that any safeguarding or serious concerns are addressed appropriately.

We recognise that complaints can sometimes arise from misunderstandings or differing expectations. Wherever possible, we encourage respectful dialogue and informal resolution. However, individuals have the right to make a formal complaint if they wish.

All complaints will be treated with sensitivity, and no individual will be treated unfairly or disadvantaged simply because they have raised a complaint in good faith.

2. How to Make a Complaint

We encourage individuals to raise concerns informally where appropriate, as some matters can be resolved through discussion with the relevant member of our team.

However, where an individual wishes to submit a formal complaint, this must be made in writing directly to our Board of Trustees.

Formal complaints should be emailed to:

committee@leannepero.com

To help us understand and respond to your complaint, please include:

- Your full name and contact details.
- A clear explanation of your complaint or concern.
- Relevant dates, events or individuals involved, where applicable.
- Any supporting information or documentation.
- The outcome or resolution you are seeking, where appropriate.

Complaints should be factual and respectful, allowing the charity to investigate the concerns raised fairly.

All formal complaints will be referred to the Trustees for consideration and handled in accordance with the procedure below.

3. Complaints Procedure

Step One: Acknowledgement

We will acknowledge receipt of your formal complaint within 7 working days**.**

Where necessary, we may contact you to request further information or clarification to ensure we fully understand the concerns raised.

We may also offer a telephone or online meeting where this would be helpful and appropriate.

Step Two: Investigation

Complaints will initially be reviewed and investigated by a Trustee or another appropriate individual appointed by the Board of Trustees.

The investigation may involve:

- Reviewing the written complaint and any supporting evidence.
- Speaking with relevant staff members, volunteers, freelancers, members or other individuals involved.
- Reviewing relevant policies, procedures and organisational records.
- Considering the circumstances surrounding the complaint.

All investigations will be conducted fairly, objectively and with appropriate confidentiality.

Where possible, any Trustee or individual directly involved in the complaint will not be responsible for investigating it.

The findings will be reviewed with another Trustee before a formal response is agreed.

Step Three: Formal Response

We aim to provide a full written response within 28 working days of receiving the formal complaint.

The response will outline the outcome of our investigation, any relevant findings and any actions or recommendations arising from the complaint, where appropriate.

The response will be reviewed and approved by a Trustee