Complaints Policy and Procedure

Adopted: 31 July 2018

Introduction
Amala hopes that everyone who comes into contact with the organisation and our programmes will have a positive experience, and we aim to provide the very best services in all of our work. However, we recognise that from time to time there may be concerns that give rise to complaints, and which may require investigation. We want to know about these concerns so that we can improve for the future, and put things right for the person (or organisation) who has made the complaint.

To make a complaint, please follow the following procedures:

1. In the first instance, a complaint should be raised with the Designated Person* Mia Eskelund Pedersen (Co-founder and Co Executive Director of Amala) who will try to resolve the issue informally.

2. If the issue is serious, or you are not satisfied after raising it with Mia Eskelund Pedersen, you should make a formal complaint.

3. Your complaint should be made in writing, and sent to Mia Eskelund Pedersen (mia@amalaeducation.org), who will acknowledge it in writing within 7 days of receipt.

4. Mia Eskelund Pedersen shall - in consultation with the Chair of the Amala Board of Trustees - investigate the complaint, and communicate the result of the investigation to you within a reasonable time, normally no more than 21 days. If the investigation is estimated to take longer than 21 days, this shall be communicated to you.

5. You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a panel comprising at least three members from the Amala Board of Trustees.
6. The decision of the panel will be final.

7. All formal complaints and the response made to Amala will be recorded and filed securely.

8. The Amala Board of Trustees shall be informed at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually.

Amala’s Complaints Policy and Procedure will be published on its website so that it is publicly available to organisations and individuals who use its services.

*If a complaint relates to the Designated Person, read Polly Akhurst for the Designated Person throughout this policy.