



Make Space for Girls: External Complaints Policy

Introduction

Make Space for Girls exists to campaign for parks and public spaces to be designed for girls and young women, not just boys and young men. We are here to raise awareness of the issue, as well as using research and campaigning to ensure that the voices of girls and young women are heard in the planning process.

Our work is driven by the following values:

- Evidence-based: research and data guide all aspects of our work;
- Engagement: the voices of girls and young women are at the centre of what we do;
- Equality and inclusion: the needs of girls and young women from all backgrounds, urban and rural, must be understood.

We are committed to demonstrating respect, inclusion and transparency in all our activities. But despite these commitments, we recognise that there may be occasions when external stakeholders are disappointed by how we have performed or where they want to make a complaint. This policy explains how we will deal with this.

Policy

This policy is aimed at people and organisations who come into contact with Make Space for Girls in the work that we do (our “external stakeholders”).

This policy is for external stakeholders who want to make a complaint about the way that Make Space for Girls has acted. We cannot deal with complaints about the actions of third parties, nor can this policy be used to complain about parks or other facilities which we do not control.

External Complaints Procedure

If, as an external stakeholder, you wish to make a complaint you should do so by sending an email to makespaceforgirls@gmail.com.

The email should set out the following:

- Your name, if the complaint is personal; or the name of your organisation if the complaint is by an organisation; if you are writing on behalf of your organisation, please confirm that you are authorised by that organisation to raise the complaint on their behalf.

- Brief details about the circumstances giving rise to your complaint (the subject matter, the dates of relevant events, who was involved);
- Brief details of the outcome that you would like to see to resolve your complaint
- Your contact details.

The Trustees will seek to resolve the issue informally through dialogue. But if matters cannot be resolved through dialogue, we will write to you to confirm that we will undertake a formal investigation and will respond to you following that investigation as soon as possible. In most cases we would not expect any investigation and response to take longer than 20 working days, but if there are reasons why we cannot complete this part of the process in 20 working days, we will let you know

If you are dissatisfied by the written response you receive, you should write to us again within 15 working days of getting the response. You should explain why you are dissatisfied by the response and ask for it to be reviewed.

We will review the matter as soon as we can and give you an opportunity to meet with us over zoom to explain your position. Our decision following the review will be given in writing within 20 working days of the conclusion of the review. This decision will be final.

Complaints will be handled with sensitivity and due regard to confidentiality; but we may need to disclose details of your complaint in order to investigate and respond to your complaint or to comply with our duties to our regulators. If there is a delay in the process we will keep you informed.

VERSION CONTROL

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