



## Complaints Policy

We are committed to the highest standards in the work we do to help children, schools and communities in Laos and Zambia. We recognise that there may be times we do not meet these high standards.

### What to do if you have a complaint

We will view legitimate complaints and feedback positively as they form part of the assessment and analysis of what we do and help us to grow, adapt and improve.

If there is anything to do with Baraka Community Partnerships about which you feel the need to complain, please tell us as soon as possible. The sooner we know about a problem, the sooner we are able to resolve it and take action to ensure it doesn't happen again.

### How to contact us

You can email us at: [information.baraka@gmail.com](mailto:information.baraka@gmail.com)

You can also write to us at:  
Director of Operations,  
Baraka Community Partnerships,  
75 High Street,  
Shepperton,  
Middlesex,  
TW17 9AB

### What we will do on receiving your complaint

We will listen, record your complaint and outline the complaints process to you so you understand timescales for our responses.

We will investigate if this is necessary.

We will take action to resolve the problem and tell you what that action is.

We will take steps to avoid repeating the problem in the future.

We will treat you with understanding and respect and we ask that you do the same with representatives of Baraka.