



UK AND IRELAND

Langham[®]
PARTNERSHIP

Feedback and Complaints Policy

**This is a formal Langham Partnership International policy
(Adopted and applied within LPUKI)**

Policy Information

Please note that the folder on the shared drive; 'Langham Global Documents' and sub-folder 'Global Policies' will contain the most up-to-date version of Langham Partnership International policies

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(Adopted and applied within LPUKI)**

Location:	Please note that this policy is kept within a folder located at; GoogleDrive/Shared drives/Proj LPUKI Resources/LPUKI Policies	
Reference No:	LPI_010	
Title:	Feedback and Complaints Policy	
Key words within policy	Feedback, Complaints, Stakeholders, Accountability, Safeguarding, Transparency	
Policy Author(s):	Langham Partnership Operational Management Team Governance Sub-Group	
Responsible Director:	LPUKI National Director	
Policy Type:	LP Global Policy adopted <input checked="" type="checkbox"/>	LP Global Policy adapted <input type="checkbox"/>
Policy Replacement:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	No previous policy in place
Functional Areas/ Departments policy applies to:	All LPUKI personnel <input checked="" type="checkbox"/> All staff employed by and based in LPUKI. <input checked="" type="checkbox"/> All LPUKI contracted workers and volunteers. <input checked="" type="checkbox"/>	

Langham Partnership United Kingdom and Ireland

LPI Policy Adoption:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Policy Replacement:	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	No previous policy
Application within LPUKI:	All LPUKI employed staff <input checked="" type="checkbox"/>	
Approved by / Adopted by:	LPUKI Trustee Board	June 2025
Operational Date:	01 July 2025	Review Date 30 June 2026 <i>(One year from operational date)</i>

Declaration

(NOTE – HR Toolkit should be used for reading and understanding confirmation and only use this confirmation if not on HR Toolkit)

I confirm I have read and understood Langham Partnership LPUKI Feedback and Complaints Policy and will act in accordance with it.

I am connected with LPUKI in my capacity as;

- Member of employed staff Contracted worker
 Trustee/ Board Member Volunteer

Signature:

Print name:

Date:

Only if required, please return this form to David McMullan, LPUKI Organisational Compliance Officer via david.mcmullan@langham.org

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Policy Summary and Application

Policy summary

This document outlines the formal Feedback and Complaints Policy for Langham Partnership. It is intended to ensure transparency, accessibility, and accountability in handling feedback and complaints from various stakeholders.

Langham Partnership is committed to welcoming feedback and addressing complaints in a structured and transparent manner. The policy outlines the procedures for receiving, handling, and resolving feedback and complaints efficiently while maintaining confidentiality and compliance with relevant regulatory frameworks.

This policy applies to all stakeholders, including Langham Partnership staff, supporters, partners, and beneficiaries worldwide.

Langham Partnership takes all feedback and complaints seriously and will review, investigate, and apply learning and any corrective action proportionately and appropriately.

Application across National Members and Programs

This policy sets out the recommended standards as guidance to be followed by the national members and programmes of Langham Partnership. Each national member will be subject to the regulation in their country of registration and regulations in host countries may also vary. Local regulators or donors may impose additional standards that may lie outside the scope of this policy.

Since no single policy can document or anticipate the full range of regulations or standards requirements that a member domestic government or donor may impose, national members or programmes may supplant this Policy to meet the regulatory requirements of their domestic governments. Any such alternate policies should be communicated to Langham Partnership International.

1.0 Scope and Definitions

Scope

This policy applies to Langham Partnership's global operations, interactions with supporters, and programmatic activities. It ensures that feedback and complaints are handled in a timely and effective manner in alignment with international accountability standards.

To comply with their country's regulations or those that are particular to their circumstances, individual national members may be required to implement procedures in addition to this Policy.

Definitions

- **Complaint:** An expression of dissatisfaction, whether verbal or written, about the actions or inactions of LP, its staff, partners, or representatives. Complaints may relate to issues such as service quality, delays, misconduct, breaches of policy, safeguarding concerns, financial irregularities, or other matters requiring formal resolution. All complaints are taken seriously and are handled according to a clear, timely, and confidential process.

- **Feedback:** Feedback refers to any information: positive, negative, or neutral, shared by stakeholders regarding their experiences, perceptions, or observations of LP's activities, services, conduct, or communications. This includes opinions, suggestions, compliments, expressions of concern, or informal commentary. Feedback is used to improve organisational performance, accountability, and the quality of programs and interactions with supporters and beneficiaries.

- **Resolution:** The formal outcome or response provided by LP following the investigation of a complaint or feedback. Resolution includes the actions taken to address the concern, any corrective measures implemented, communication back to the complainant, and steps to prevent recurrence. A resolution aims to ensure fairness, accountability, and continuous improvement in LP's operations and relationships.

Definitions of abbreviations found in this document are in Appendix 1.

2.0 Policy Statement on Feedback and Complaints

Langham Partnership (LP) is committed to;

- Ensuring accessible and inclusive channels for submitting feedback and complaints.
- Welcoming all forms of feedback: positive, neutral, or negative as essential to accountability and learning.
- Respond to complaints in a timely, fair, and transparent manner.
- Protect the identity and dignity of complainants, especially in sensitive cases.
- Investigate complaints objectively and take corrective actions where needed.
- Provide staff with training and tools to handle complaints effectively and respectfully.
- Use data from complaints and feedback to inform service improvements and organisational learning.
- Enable escalation and appeal routes where a complainant remains unsatisfied.
- Promote a culture of openness, reflection, and accountability throughout the organisation.

3.0 Culture

LP is committed to maintaining a culture where feedback and complaints are taken seriously and processes are in place to be able to receive feedback and complaints. We are committed to cultural and contextual sensitivity when handling complaints across different countries.

4.0 Responsibilities

In relation to the management of feedback and complaints, specific responsibilities are as follows:

4.1 Council Members and National Board Members:

The Council Members and National Board Members are responsible for establishing and maintaining sound systems of internal control (policies and procedures) that support the achievement of LP's aims and objectives of being able to receive feedback and complaints.

4.2 The International Director, Programme and National Directors

The International Director, Programme and National Directors have delegated responsibility for managing feedback and complaints. The day-to-day responsibility has been delegated to the Leadership Team Executive.

4.3 Policy Owners

The LP Operational Management Team governance sub-group is responsible for maintaining and updating the policy, communicating changes, and overseeing compliance. As a group, they will oversee/ bring and suggest best practices.

4.4 Employees, Contracted Personnel, and Volunteers

Employees and Volunteers are required to adhere to the policy and facilitate the receipt of feedback and complaints.

5.0 Guidance for Receiving Feedback and Complaints

5.1 Creating a safe and open environment

- Proactively inform stakeholders that Langham Partnership values feedback. See Appendix 2 for the wording used for public-facing media.
- Use appropriate communication formats (verbal, posters, leaflets) in relevant languages.
- Use culturally sensitive and inclusive approaches to encourage open input.

5.2 Ensuring accessibility

- Offer multiple feedback channels: online forms, email, telephone, or in person.
- Provide accessible formats for individuals with disabilities or literacy barriers when required.
- Enable feedback in local languages and ensure responses are delivered in the same.

5.3 Responding Respectfully and Promptly

- Treat all feedback and complaints with respect, listen carefully and acknowledge without judgment.
- Provide acknowledgement within five working days.
- Be transparent about the next steps, timelines, and expectations for response.

5.4 Confidentiality and Protection

- Maintain confidentiality, especially for sensitive complaints. Note that there may be a requirement under the Raising Concerns Policy for 'whistle-blower protection'.

- Do not share complainant identities without consent, except where legally required. In addition, anyone raising issues in good faith will not face any detriment for having done so.
- Ensure all records are securely stored and protected.

5.5 Clear Documentation

- Record all complaints and feedback factually and thoroughly.
- Use tools, systems or methods as appropriate and in compliance with Data Protection requirements for proper feedback management.
- Document outcomes, responses, and lessons learned.

5.6 Referral and Escalation

- Immediately escalate complaints relating to safeguarding, fraud, misconduct, or criminal activity through official channels.
- Do not attempt to investigate sensitive matters personally—refer to designated officers.

5.7 Literature Trading

- Complaints in relation to Literature trading activities have a specific process within their Terms and Conditions.

6.0 Continuous Improvement

All feedback and complaints must be used for improvement, and to achieve this, the following will be considered:

- Sharing learning from complaints and feedback with relevant teams.
- Including summaries of feedback trends in team or programme reviews.
- Adapt programs and processes in response to identified recurring issues.

7.0 Related Policies

Policies relating to this Feedback and Complaints Policy that relate, but have their own specific purposes and processes include;

- Raising Concerns (Whistleblowing) Policy
- Safeguarding Policy
- Anti-Fraud, Bribery and Corruption Policy
- Anti-Money Laundering Policy

In the event of issues being raised through feedback and being assessed as relating more to one of these areas, then the matter may follow the process of the more relevant policy. In such an instance, it is also important to inform of this through the response under section 5.3 above.

8.0 Monitoring and Review

To assess whether the Langham Partnership's Feedback and Complaints Policy and procedures are effective in achieving the aims and objectives, the Langham Partnership has mechanisms in place. These mechanisms will allow the International Council and National Boards to assess the effectiveness of the Policy and Procedures, and the training and awareness programme.

Monitoring and reviewing the information will enable the refinement of the Policy, processes and procedures, enhancing Langham Partnership's ability to receive feedback and complaints.

9.0 Training and Sources of Advice Concerning This Policy

The Policy Author and the responsible person, as detailed on the Policy title page, should be contacted with regard to any queries on the content of this Policy.

Training and awareness-raising about receiving feedback and complaints and how these are responded to in Langham Partnership will take the following forms:

- On induction, requiring new staff, trustees/Board members and volunteers to read the Langham Partnership Feedback and Complaints Policy.
- General training/ awareness-raising carried out by National members and Programmes.

END OF POLICY

Appendix 1 - Definitions

The key definitions of abbreviations relevant to this Feedback and Complaints Policy are set out in the table below for assistance in the reading and application of the Policy.

Langham Partnership (or LP)	Means Langham Partnership comprising the National Members and International Programmes
LPIC	Means the Langham Partnership International Council
Personnel	Means ALL Langham Partnership representative personnel - those employed, contracted, voluntary, trustees and board members
Staff/ Employees	Means employees under a formal employee staff contract.
Relevant Director	Means the Director of the Langham Partnership National Member or Programme
Senior Management Personnel	Means Langham Partnership senior staff and managers, assistant directors, directors, trustees and other board members.

Appendix 2 – Public Notification of Feedback and Complaints Process

Feedback and Complaints Policy Information

Langham Partnership is committed to welcoming feedback and addressing complaints in a structured and transparent manner. The policy outlines the procedures for receiving, handling, and efficiently resolving feedback and complaints while maintaining confidentiality. This policy applies to all stakeholders worldwide, including LP staff, supporters, partners, and beneficiaries.

We Welcome Your Voice

We encourage:

- Positive feedback to celebrate what's going well
- Suggestions for how we can improve
- Complaints about actions, decisions, or behaviours that concern you. Whether it's a compliment or a complaint, your input matters.
- Note that complaints in relation to Literature trading activities have a specific process within their Terms and Conditions. Please refer to those for Literature-related book purchase issues.

Our Commitment

We will:

- Listen to feedback and complaints with respect and care
- Provide accessible ways for you to reach us (online, email, phone, in person)
- Respond fairly, promptly, and transparently
- Keep your information confidential and secure
- Protect the dignity and safety of all involved
- Use what we learn to improve how we work

How to Give Feedback or Make a Complaint

You can share feedback or raise a concern in any of the following ways:

- Online via our feedback form available on our websites
- Email or telephone (contact details available on our websites or through local offices)
- In writing or in person at any Langham event or local office

Let us know if you need help with language, literacy, or disability access – we'll make sure you're heard.

What Happens Next

1. Acknowledgement – We'll confirm we've received your feedback within 5 working days.
2. Response – We'll explain how your issue will be reviewed and when you can expect a reply.
3. Resolution – We'll aim to resolve the issue fairly and let you know what action was taken.
4. Follow-up – If you're unhappy with the outcome, you can ask for it to be reviewed further.
5. More serious complaints (e.g. safeguarding, fraud, misconduct) will be escalated immediately to the appropriate responsible team and/ or individual and will follow the policy and procedures for those areas.

Our Culture of Accountability

We aim to create a culture where:

- Feedback is normal and welcome
- Everyone knows how to raise concerns
- Complaints are not dismissed or ignored
- We continually learn and improve

All our staff, volunteers, and partners are aware of how to handle feedback and complaints responsibly.

Thank You

Together, we improve - thanks to your voice. Thank you for taking the time to help us grow in integrity, transparency, and service.