

If it can't be dealt with informally, the person's line manager will lead a formal investigation. If it's about the Chair, a trustee will investigate. If it's about a volunteer, the Volunteer Co-ordinator / Head of Volunteering and Community Services will investigate.

We will provide you with an idea of when you can expect a response - we will aim to provide an initial response within 10 working days, and will let you know if there is any reason why we're unlikely to be able to meet that timeframe

If you're unhappy with our response, you can request a review from the CEO, Abi Carter, by writing to her at abic@sharecommunity.org.uk or, in cases where the CEO is the subject of the complaint, by writing to the Chair, Kate Heaps, at kateh@sharecommunity.org.uk

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We will investigate in cases of: injury, health and safety concerns, financial loss, data breaches, reputational damage to Share

The CEO or Chair's decision is final. If you are still unhappy you can contact the Charities Commission /
Local Government and Adult Social Care Ombudsman / Fundaising Regulator

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