



## **UKLFI Limited - Complaints Policy**

UKLFI Ltd relies on members, volunteers and supporters to be effective in its work. We welcome and rely on their involvement. We try to ensure that their engagement with us is a fruitful and productive one. To ensure engagement is positive, we welcome comments on how the experience can be improved.

If an issue is not resolved to your satisfaction you have the right to make a complaint. This procedure is set out below.

Your complaint will be:-

- dealt with as quickly as possible
- handled fairly and politely; and
- investigated fully

How can a complaint be made?

We are flexible as to how we receive complaints. You can complain:

- by letter
- by phone
- in person
- by email
- on behalf of someone else

Our COMPLAINTS PROCEDURE has three stages:

### **STAGE 1: FIRST INFORMAL COMPLAINT**

You should, in the first instance, make your concerns known to the Chief Executive. S/he will try to resolve the matter immediately and informally, but if this is not possible, you will be asked if you wish to make a formal complaint.

### **STAGE 2: FORMAL COMPLAINT**

If you wish to proceed, you will need to put your complaint in writing addressed to the Chief Executive. Your complaint will be acknowledged in writing or by

phone within 3 working days and we will aim to resolve the complaint within 10 working days. If this target of 10 days cannot be met, you will be informed of the delay, the reason for the delay, and the new target for responding. If the complaint involves the Chief Executive, you may address it directly to the Chair(s) of UKLFI Ltd.

### **STAGE 3: THE COMPLAINT HAS BEEN INVESTIGATED, BUT I AM NOT SATISFIED**

Patrons: Lord Carlile CBE QC, Lady Cosgrove CBE QC, Baroness Deech DBE QC, Lord Dyson PC, Sir Bernard Eder, Lord Howard CH PC QC, Sir Ivan Lawrence QC, Sir Gavin Lightman, Lord Millett PC QC, Lord Pannick QC, Professor Richard Susskind OBE, Lord Trimble PC, Rosalind Wright CB QC, Lord Young CH PC DL

UK Lawyers for Israel is the operating name of UKLFI Limited (Company no. 07396781)

At this stage the complaint will be dealt with by the Chief Executive in conjunction with an individual from, or nominated by, the Board of Directors of UKLFI Ltd, who will carry out an investigation and provide a response within 28 working days. Their findings will be presented to the Chair(s) of UKLFI Ltd and their response will be final.