



Complaints Handling Policy of The Papillon Project

1. This Policy is aimed at anyone involved in The Papillon Project, whether volunteering with or a School with whom we are working.
2. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.
3. If you have a complaint, please contact the Schools' Project Lead or any member of the Board of Trustees of The Papillon Project with the details, including a hard copy written summary or email. We will consider your complaint within 4 weeks of receipt and after this we will contact you formally with a decision. If your complaint regards safeguarding, be sure to contact The Papillon Project Safeguarding Lead: safeguarding@thepapillonproject.com.
4. The procedure is as follows:
 - i. We will send you a letter or email acknowledging receipt of your complaint within three days of receiving it.
 - ii. We will then investigate your complaint.
 - iii. We will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be held within 14 days of sending you the acknowledgement letter/email.
 - iv. If you do not want a meeting or it is not possible, the person dealing with your complaint will send you a detailed written reply to it, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter/email.
 - v. At this stage, if you are still not satisfied, you should contact us again with further information and the reason you are not satisfied, and we will arrange for the matter to be considered by our Board of Trustees. Their conclusions and decision will be final.
 - vi. We will write/email to you within 14 days of receiving your request for a review, confirming the Board's final position on your complaint and the reasons for it.

Reviewed by the Board of Trustees 3 June 2026