

## Complaints Procedure

<b>Date</b>	December 2018
<b>Review</b>	This procedure will be reviewed periodically.

At Sadeh we value the feedback provided by all those we come into contact with. We also aim to treat all individuals with dignity and respect at all times. As such, the basis of our Complaints Procedure is as follows:

- If you have any complaint about any aspect of Sadeh, its activities or the conduct of those working for Sadeh, please feel free to raise it with a member of Sadeh staff or the Chief Executive Officer
- We will respond to all complaints in a prompt and courteous manner
- Anyone raising such a complaint will be dealt with in a respectful and dignified manner
- The person you contact will listen to your complaint, and consider it with an open mind. They may raise it with others as appropriate. The purpose is to address the issue you have raised and find a suitable resolution
- We will always ensure we communicate with you in an open and honest manner, and we will let you know what action we will be taking as a result of the issue you have raised

