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COMPLAINTS HANDLING POLICY

LUKRAINE ASBL

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Reviewed by:	Committee, signed by Zharov Nicolas	20/09/2024
Approved by:	General Assembly	28/09/2024

How we handle complaints and feedback

LUkraine asbl welcomes complaints, compliments, and comments as every piece of feedback helps us to understand what we are doing well and where there are opportunities for us to learn and improve. If we have failed to meet the high standards we set for ourselves, then we would like to know what has happened, to deal with the situation as quickly as possible and to take action to make sure that the same thing does not happen again.

Our complaints procedure

1. Getting in touch

You can submit your complaint to us via email to complaints@ukrainians.lu. We invite you to raise a complaint as soon as possible after the event it relates to and ideally within three months so we can investigate promptly. You can share your compliments or comments with us using the same contact details.

2. Our response


We aim to acknowledge receipt of your complaint within three working days (if you've shared your contact information with us). Usually, our full response will be with you within 10 working days. However, if your complaint is complicated, it may take longer to investigate. We will keep you updated if that's the case.

3. Making an appeal

If you're unhappy with our response, please let us know. We'll ask an independent member of our team to review the investigation that was carried out and the reply that was provided to you.

4. Your rights

If you're still unhappy with our final decision, you can escalate your complaint to the Committee of LUkraine asbl.

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Who can make a complaint under this policy:

1. LUkraine asbl members and volunteers;
2. LUkraine asbl partners and donors;
3. Anyone who is impacted by activities carried out by LUkraine asbl.


Information your complaint should contain:

- Your full name and contact details;
- Your relation to LUkraine asbl (member, volunteer, partner, donor etc.);
- Information pertaining the complaint (detailed description of the facts underlying the complaint);
- Relevant document(s) and/or correspondence;
- Any other detail(s) of relevance regarding your complaint.

Our commitment to you

If you have a complaint or concern about our people, the work we do or the way we raise or spend money, we will:

- ensure that our complaints process is fair and clear;
- offer a secure and safe way to raise a complaint without fear of harm, consequence, or retaliation;
- take your complaint seriously and investigate it as thoroughly and quickly as possible;
- aim to keep you updated during the investigation;
- make sure that your complaint is resolved, wherever possible;
- treat you with courtesy and respect;
- take all necessary measures to ensure the safety of children under 18 or adults at risk, when a complaint relates to these individuals. This is in line with our safeguarding policy;
- maintain the confidentiality of your personal and sensitive information in line with our data protection responsibilities. Only those who are involved with handling your issue will be made aware of it;
- consider all feedback as an opportunity to learn and take action to make sure mistakes are not repeated. If you have contacted us anonymously, we will still look into the matter you've reported.

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Deciding whether we investigate a complaint

Although we are grateful for feedback, there are certain circumstances where we may choose not to investigate a complaint. For example, we might not investigate if a complaint:

- uses language that is threatening, abusive or otherwise offensive;
- appears to be unfairly targeting a staff member or volunteer;
- relates to something we're not involved in;
- has already been addressed and responded to according to the procedure set out in this document; or
- is about something that happened too long ago, which means we can't access the information we'd need to look into the matter.

Please note that, if your complaint relates to the action or inaction of any governmental or nonprofit or any other organisation or one of our partners, we will make the best effort to support you to refer the matter on to them as appropriate.

Your privacy

LUkraine asbl is committed to privacy and will use personal data for the purpose it was collected or other legitimate purposes we tell you about: for example, to provide goods, services or information you have requested or to administer donations or services we provide. We may also analyse data we collect to better understand the people who support us or those who use or deliver our services. Sometimes this means us combining that data with information from reliable public sources.

Our research allows us to tailor communications and services in a more focused and cost effective way, as well as better meeting your needs and the needs of others like you. However, we will never do this in a way that intrudes on personal privacy and will not use your data for a purpose that conflicts with previously expressed privacy preferences.

Change History

Version	Change Detail	Reason for Change	Document Owner
1.0	New Policy	Not applicable	President