Justice through Law Project
Complaints Procedure

Justice through Law Project recognises that there may be occasions when a cause for complaint about a CoMA provided service may arise.

When a complaint is received Justice through Law Project seeks to resolve it as quickly and fairly as possible, whether the complaint is about services provided by Justice through Law Project, the behaviour of any individual involved with Justice through Law Project or any other issue.

Anyone who wishes to raise a complaint should, in the first instance, attempt to resolve the matter informally with the person responsible for the area of the complaint.

If this does not resolve the issue or the complaint is of a serious nature, the complaint should be raised formally by email to info@jtlp.org.uk. The complaint will be allocated to a suitable Trustee for investigation and resolution.

If the outcome does not satisfy the complainant, then the matter will be considered by a meeting of the full Board of Trustee and a response provided to the complainant.

Approved 27 August 2021