

Complaints Procedure

Drawing on our core values of partnership and equity, we strive to build mutually accountable, trust-based relationships in which we can communicate openly with each other. We set high standards of professional working including with all those we interact with – whether it's our grantee or funding partners, our staff, suppliers and other stakeholders.

Why?

We have various policies and procedures in place to prevent issues from arising but we realise that even with the best structures in place, challenges can occur and mistakes can be made. When this happens, we are committed to resolving any issue quickly, fairly and effectively, and to prevent possible further disputes. This Complaints Procedure outlines the steps you can take if you are dissatisfied with an aspect of your interaction with Limelight, with our activities, ways of working, policies, or with the behaviour or actions of anyone representing Limelight.

For whom?

Anyone interacting with Limelight can make use of this Procedure – whether you're a grantee partner, a funding partner, a supplier, or any other third party that Limelight has a relationship with. Note that we have a separate internal procedure for our Board members, staff, interns and volunteers.

How to make a complaint

We encourage you to first get in touch with your Limelight contact person to try to resolve your complaint informally. If for whatever reason this is not possible or hasn't led to the outcome you've hoped for, you can lodge a formal complaint.

You can submit a complaint via:

- Email: enquiries@limelight.foundation. Please mention in the subject line that you have a complaint; or
- Post: Stichting Limelight Foundation, Re: Complaint, P.O. Box 15652, 1001 ND Amsterdam, The Netherlands

When making your complaint, please clearly explain the issue and specify any action you would like Limelight to take. While you do not need to mention who you are and how we can get in touch with you, we encourage you to do so, so we can keep you informed of the steps we are taking.

What happens next?

You will receive a response to your complaint as quickly as possible, but at the latest within five working days for complaints submitted by email and within 10 working days for postal complaints. We will investigate your complaint. If we cannot respond to your complaint directly within the timeframe mentioned above, we will outline the steps we are taking to address your complaint, who you can contact with questions and when you can expect to receive a response to your complaints.

Not satisfied?

If you are unhappy with our response, you can appeal to the Limelight Director (or, if your complaint concerns the Director, the Chair of our Board) by sending an email or letter to the addresses outlined above. Make sure you include in the subject line that you'd like to appeal against our ruling of your complaint. Please explain why you are unhappy with our initial response plus any other information or documentation you think is relevant. Unlike an initial complaint, we need you to submit your full name and contact details in an appeal.

We will again acknowledge receipt within five working days for email and 10 working days for postal appeals. Limelight's Director (or Chair of the Board) will launch a new investigation and inform you of the steps, the expected timeframe and who you can contact in the meantime. The Director (or Chair of the Board) will inform you of the final outcome of the investigation.