



SECONDARY  
EDUCATION  
to  
ENCOURAGE  
DEVELOPMENT

REG. CHARITY NO. 1101166

## Complaints Policy for SEED.

Any concerns regarding the governance, financial arrangements and decisions of SEED should be raised initially with the SEED Committee. The chairperson will arrange to discuss the concern with the complainant, usually by telephone or at a face-to-face meeting. This should occur within three weeks of receiving the complaint.

If the concern/complaint is not resolved informally, the chairperson will ask the complainant to submit a written letter of complaint. The chairperson will appoint a member of the committee to investigate and respond accordingly. Should the chairperson think no committee member suitable to investigate, she will seek an external person who is appropriately qualified. The written response should be sent within three months of receiving the complaint.

**If you have a concern about the way in which SEED is being run, we recommend an informal discussion with a member of the committee. If you feel this is not possible or you are dissatisfied with the outcome, please send a formal letter of concern/complaint to the SEED chairperson. If you think this is not appropriate, please consult the Charity Commission website for further action.**

<https://www.gov.uk/government/organisations/charity-commission>

Written by David Jenkins March 2025  
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