



Complaints Policy

How to raise a complaint about Brick's Foundation, and how we will handle it.

Document	2.5 Complaints Policy
Organisation	Brick's Foundation for Autism Inclusion - In Loving Memory of Lucca Lacerda Tavares
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1. Our approach

We want to hear when we get something wrong. Complaints help us improve. We will treat every complaint fairly, politely and promptly, and nobody will be treated worse for complaining.

2. What you can complain about

Anything Brick's Foundation does, or does not do: our website or information, a post on Lucca's Wall, an award decision, a volunteer's or trustee's behaviour, how we used your personal data, or how we handled an earlier concern.

If you are worried about the safety of a child or adult, do not wait for the complaints process. Contact our Designated Safeguarding Lead at aloisio.tavares@bricksfoundation.co.uk, or the emergency services if someone is in danger.

3. How to complain

- Email aloisio.tavares@bricksfoundation.co.uk with "Complaint" in the subject, or
- phone or WhatsApp **+44 7834 806844**, or
- ask any trustee to pass it on.

Tell us what happened, when, who was involved, and what you would like us to do. You can complain in English, Portuguese, Spanish or French. If you need help to make a complaint, for example because of a

disability, tell us and we will make adjustments. To remove a post from Lucca's Wall, use the "Report" link on the post; we act on these quickly.

4. What happens next

Stage	What we do	Timescale
Acknowledge	We confirm we have received your complaint	Within 5 working days
Stage 1: response	The Complaints Lead (Aloisio Tavares), or another trustee if the complaint is about him, looks into it and replies in writing	Within 20 working days of acknowledgement
Stage 2: review	If you are not satisfied, ask for a review. Two trustees who were not involved review the complaint and the response	Within 20 working days of your request
After Stage 2	Our decision is final. You can contact the Charity Commission if you believe the charity is being mismanaged, or the Information Commissioner's Office about data protection	

If we need more time, we will tell you why and when to expect a reply.

5. Complaints about a trustee

A complaint about a trustee is handled by other trustees who are not connected to that person. A complaint about the Founder is handled by two trustees who are not connected to him.

6. Confidentiality and records

Complaints are kept confidential and shared only with the people who need to deal with them. We record each complaint, the outcome and any lessons learned. The trustees review a summary of complaints at least once a year.

Version history

Version	Date	Approved by	Summary
1.0	21 October 2026	Board of Trustees	First version, written for Brick's Foundation and adopted by the trustees.