

# Assurance and Accreditation Complaints and Appeals Procedure

This short document sets out the standard procedure for complaints and appeals that SVI members can follow if you have issues with the outcome of your application (result), feedback received or any other grievances. We operate a three step complaints process to make sure your issue is dealt with in a thorough and responsible manner.

All complaints should be submitted via email to [hello@socialvalueint.org](mailto:hello@socialvalueint.org) using the Email Title: Assurance and Accreditation Complaint. The SVI administration will implement the following process:

## Stage One: SVI Assurance Manager

In the first instance all complaints will be referred to and addressed in house by the SVI Assurance Manager. All attempts will be made to resolve the matter through a combination of phone conversations and emails.

An official emailed acknowledgement of the complaint will be sent within 10 working days from date of the initial email complaint.

An official email response concluding the response to the complaint will be sent to the applicant from the SVI Assurance Manager and should take no longer that 20 working days from date of the initial email acknowledgement.

## Stage Two: SVI Chief Executive Officer

If you are not happy with the outcome at stage one, your complaint can be escalated to the CEO of Social Value International who will seek to resolve this again through phone and email communications.

An official emailed acknowledgement of the complaint being escalated to stage two will be sent within 10 working days from date of the complaint escalation.

An official email response concluding the response to the complaint will be sent to the applicant from the SVI Chief Executive Officer and should take no longer that 20 working days from date of the initial email acknowledgement of a stage two complaint.

## Stage Three: SVI Board of trustees

If you are not happy with the outcome at stage two, your complaint can be escalated to the Social Value International board of trustees.

An official emailed acknowledgement of the complaint being escalated to stage three will be sent within 10 working days from date of the complaint escalation.

An official email response concluding the response to the complaint will be sent to the applicant from the Chair of Social Value International board of trustees. This process could take up to 3 months due to the quarterly nature of board meetings and the result of this step of the process is final.