



## **C40 Complaints Procedure**

C40 is committed to being open and responsive to complaints and suggestions on how we can improve. We would expect to resolve any day-to-day complaints informally and as quickly as possible. Should you feel unhappy about any aspect of your engagement with C40, please talk to your normal C40 contact person in the first instance. If this does not resolve your complaint, please follow the process below.

If relevant to your complaint, please refer to C40's [Safeguarding and Welfare Policy](#); C40's [Ethical Business Conduct Policy](#); C40's [Events Code of Conduct](#); C40's [Whistleblowing Policy](#) and/or C40's [Grievance Policy](#).

### **This is what you should do:**

Complaints should be made to the C40 Legal Team who will acknowledge, in writing normally within seven working days, the receipt of any complaint.

### **This is what C40 will do:**

The Legal Team will review the complaint and respond directly or will identify the best person to investigate the circumstances leading to the complaint and will communicate the outcome within a reasonable time – normally within 20 working days of the complaint being received.

### **What you can do to help us deal effectively and quickly with your complaint:**

Contact us as soon as possible using the email address below, giving clear details so we can try to resolve the issue. Specify clearly what aspect of C40's work you wish to make the complaint about.

### **If you have a complaint, contact:**

The Legal Team via email to [ethics@c40.org](mailto:ethics@c40.org) or via regular mail, addressed to: C40 Legal, 120 Park Ave., Floor 23, New York, NY 10017.

### **What we promise to do to help resolve your complaint:**

Your complaint will be formally registered and dealt with in a professional manner. Your complaint will be assigned quickly to the most appropriate person to deal with the complaint in line with the relevant policy, and we will review the issues fully and communicate regularly with you. We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.

C40 will maintain confidentiality of the complainant to the extent possible.