

Complaints, Concerns, Compliments and Comments Policy and Procedure

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Active Impact views complaints, concerns, compliments and comments as an opportunity to learn and improve for the future, as well as a chance to put things right for a person or an organisation if they have made a complaint or have a concern.

Our policy is:

- To accept all complaints, concerns, compliments and comments and act on them as appropriate
- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints/concerns procedure so that people know how to contact us to make a complaint or express a concern
- To make sure everyone at *Active Impact* knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of *Active Impact*.

Who can complain?

Complaints may come from any person or organisation who has contact with *Active Impact*.

A complaint can be received verbally, by phone, by email or in writing. There is a form available however complaints will be accepted in alternative formats.

This policy does not cover complaints from employed staff, who should use *Active Impact's* Discipline and Grievance policies as laid down in the Written Statement of Employment.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Active Impact's Board of Trustees. If the complaint is about the CEO another member of SLT will request involvement from the Board of Trustees at the earliest opportunity.

If you have a complaint, concern, compliment or comment, please use the form below to give us the details or contact us by phone: 01452 341266

Complaint, Concern, Compliment and Comment form

Name, including title	
Full Address	
Telephone number(s)	
Email address	
What is your role, or who are you representing?	

Are you making or raising a

Complaint?	
Concern?	
Compliment?	
Comment?	

Please give us as much detail about your Complaint, Concern, Compliment or Comment as you can. Use another page if necessary.....

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Please tell us what you would like us to do...

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Please return the form 'FAO the CEO'. If you are making a complaint/raising a concern that involves the CEO you may prefer to send the form 'FAO Trustees'

By email: info@activeimpact.org.uk

By post: Active Impact, Unit 16 Highnam Business Centre, Newent Road,
Highnam, GL2 8DN

Complaints/Concerns Procedure - What will happen next?

1. We will send you a communication (email/letter) acknowledging receipt of your complaint within one week of receiving it.
2. The CEO will then investigate your complaint/concern by talking to anyone involved in the complaint including you as the complainant.
3. If appropriate, the CEO may invite you to a meeting to discuss and hopefully resolve your complaint/concern. They will do this within 28 days of sending you the acknowledgement letter.
4. Within one week of the meeting, the CEO will write to you to confirm what took place and any solutions they agreed with you.
5. If you do not want a meeting or it is not possible, the CEO will send you a detailed written reply to your complaint/concern, including their suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a Trustee to review the information. This will include the Trustee contacting you as the complainant to see if there are any other representations you wish to make.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint/concern and explaining our reasons.
8. If you are still not satisfied, the appointment of an independent investigator could be considered *by Active Impact* if necessary.