



COMPLAINTS POLICY

Introduction

Creative Active Lives CIC views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our policy is:

- 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 procedure so that people know how to contact us to make a complaint
- To make sure everyone at Creative Active Lives 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 Creative Active Lives.

Where Complaints Come From

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in Creative Active Lives, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing. This policy does not cover complaints from staff.

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 the board of Creative Active Lives

Resolution

If the complaint can be resolved swiftly and appropriately by the person receiving the complaint, this will be done. If the person receiving the complaint needs to escalate to the Director for resolution, you will receive acknowledgement of the complaint within 5 business days, and a definitive reply within a month detailing the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

If the complainant feels that the problem has not been satisfactorily resolved after the initial response, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Board. The request for Board level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

Review

This policy is reviewed regularly and updated as required.

Publicised Contact Details for Complaints:

Written complaints may be sent to Creative Active Lives, Wassell Grove Business centre, Wassell Grove Ln, Hagley, Stourbridge DY9 9JH or by e-mail at rachel@creativeactivelives.org.uk. Verbal complaints may be made by phone to 01562 881000 or in person to any of Creative Active Live's staff at any of our events.