



Complaints Policy

Disability Sports Coach is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Why have we got a policy?

The objectives of this complaints procedure are to ensure that:

- any complaints that are received are investigated at the appropriate level in the organisation,
- all complaints are actioned in the most expeditious way,
- persons making complaints know how their complaint will be dealt with and
- wherever possible, lessons are learned.

Who can complain?

We welcome feedback from anyone involved with the Charity, no matter what their role. For the purpose of this policy all of these groups are referred to as customers.

Staff are asked to raise issues either with their line manager or under the internal grievance procedure. Trustees are also excluded from this procedure: any specific issues should be raised with the Chair of the Board, or with the Chief Executive Officer as appropriate.

Definition

A complaint is defined as any expression of dissatisfaction, however it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All staff should have sufficient knowledge to be able to identify an "expression of dissatisfaction" even when the word "complain" or "complaint" is not used.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Complaints Procedure

Written records must be made by Disability Sports Coach at each stage of the procedure.

Stage 1

In the first instance, a staff member must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the customer should be advised that a formal complaint may be made, and the following procedure should be explained to them. It may sometimes be appropriate for a different member of staff to make this explanation.

- a) A formal complaint can be made either verbally or in writing.
- b) In all cases, the complaint must be passed on to the Senior Management Team. In the event of a complaint about the Senior Management Team the complaint should be passed to the Chair of the Board of Trustees.
- c) The Senior Management Team or Chair of the Board of Trustees must acknowledge the complaint in writing within one week of receiving it.
- d) One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved and their Line Manager.
- e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.