



## **Sporting Family Change Foundation**

### **COMPLAINTS PROCEDURE**

Sporting Family Change Foundation is committed to providing high quality services which meet your needs, working in an open and accountable way that builds trust and respect. We believe we achieve this most of the time: if we are not getting it right, please let us know.

#### **Purpose**

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know, if for any reason, you are not satisfied with your dealings with the organisation. We aim to resolve complaints quickly, fairly, consistently and effectively.

#### **Definition**

A complaint is any expression of dissatisfaction with our services; whether justified or not; with Sporting Family Change Foundation, with a member of staff, or with a Sporting Family Change Foundation Trustee, that relates to the charity and that requires a response.

#### **Procedure**

If you are not happy with Sporting Family Change Foundation please tell us. If you are unhappy about any of Sporting Family Change Foundation's services, please speak to the relevant staff member or Managing Director

If you are unhappy with an individual within Sporting Family Change Foundation, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the staff member's Manager or the Managing Director. Often, we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

#### **Making a written complaint**

If you are not satisfied with our response or wish to raise the matter more formally, Sporting Family Change Foundation's formal complaints procedure will be implemented. This follows a 3-stage approach.

#### **Stage 1**

1. You should request a copy of Sporting Family Change Foundation's formal Complaints Policy and Procedure from the member of staff concerned or the Managing Director. This will be sent to you on the day of request. If we hear nothing further from you 28 calendar days from this date we will regard the complaint to be closed.



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2. Upon receipt of Sporting Family Change Foundation's Complaints Policy and Procedure, you should write a formal letter of complaint to the line manager of the member of staff concerned or the Managing Director.
3. If your complaint is about the Managing Director, please write to the Chair of Trustees.
4. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.
5. All written complaints will be logged. You will receive a written acknowledgement within three working days.
6. The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
7. The written response will also notify the complainant that they have 28 days in which to ask for the complaint and response to be reviewed (stage 2); if they are dissatisfied with the response they have received.
8. Our contact details are: Sporting Family Change Foundation, 4 Hazleton Gardens, Claverton Down, Bath BA2 7AG email: [info@sportingfamilychange.co.uk](mailto:info@sportingfamilychange.co.uk)

### **Stage 2**

1. If, after we have responded, you are dissatisfied with the stage 1 response to your complaint then you can write to the Chair stating the reason why you are dissatisfied with the outcome and ask for your complaint and the response to be given further consideration.
2. You can expect your request to be acknowledged within 3 working days of receipt, describing the process the complaint investigation will follow.
3. A stage 2 complaint will be co-ordinated by the Managing Director/Trustee who will respond within 20 working days with a full written response giving details of any right of appeal.



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4. Sporting Family Change Foundation aims is to resolve all matters as quickly as possible, however, if a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### **Stage 3**

1. If you are not satisfied with the response from stage 2, you then have the option of asking for a review of your complaint in writing to the Chair of Trustees, stating the reason why you are dissatisfied with the outcome of your complaint.
2. You should do this within 10 days of receiving the written response from stage 2.
3. The Chair of Trustees in conjunction with the Board of Trustees will respond normally within 5 working days to inform you of the action which will be taken to investigate the complaint, and the expected timescale of the investigation.
4. The relevant history of the complaint will be made available to the Chair of Trustees so that a full investigation can be carried out. That investigation may include interviews with the complainant, any staff involved, any witnesses and will also include documentation evidence where appropriate.
5. The outcome of the investigation will be communicated to the complainant in writing with details of any action taken and a time-scale for implementation (if applicable and appropriate). All appropriate members of staff will also receive a copy of this report, which will also be presented to the Board of Trustees.
6. Should a complainant still be dissatisfied with the outcome they should be informed of their right to seek legal redress or to make representation to any appropriate statutory body.
7. Appropriate staff concerned should report back to the Chair of Trustees within ten days of their receipt of the outcome of the Stage 3 complaint, explaining how they have implemented any recommendations.



## **Sporting Family Change Foundation**

### **Monitoring and Reporting**

Trustees of Sporting Family Change Foundation will regularly receive an anonymised report of complaints made and their resolution.

### **Confidentiality**

Apart from in exceptional circumstances, every attempt will be made to ensure that both the complainant and Sporting Family Change Foundation maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

### **Review of Policy**

We will review our complaints policy and procedures annually

Last reviewed: Oct 2017  
Next review: Oct 2018