**A picture containing text, clipart

Description automatically generated**

**Complaints Policy and Procedures**

Together Active is committed to providing a high standard of service which meets the needs of our partners, local organisations and the wider public. However, we acknowledge that there may be times when we don’t get things right and you may be unhappy with the level of service we have provided.

In order to ensure that we can put things right, and to help us improve our services in the future, please follow the procedures below to let us know what you are unsatisfied with. Please try to do this as soon as possible after the cause for complaint has occurred, to give us the best opportunity to resolve it to your satisfaction. We would normally expect complaints to be made no more than ten working days after the matter occurred.

**Stage 1 – Informal Complaint**

It is always best to try to resolve a complaint informally, as this will have the quickest outcome. In the first instance, please contact the person you have been dealing with, or ask to speak to their Line Manager or a member of the Senior Leadership Team if you feel this is more appropriate.

This can be done verbally or via email. Please try to include as much information as possible, such as:

* What the problem is and the impact it has had
* How you would like to see it resolved.

You can also email us via [hello@togetheractive.org](mailto:hello@togetheractive.org) or by telephoning 07800 619681.

Our Commitment to You:

* We may refer your complaint to another member of staff
* We may say that we need time to find out more information about the situation
* If we cannot resolve the complaint there and then, we will always confirm who will get back to you
* If we say we will get back to you, we will always get back to you within five working days with an initial response
* If we are unable to provide a full response within five working days, we will explain the reason for this and confirm when you can expect a full response.

**Stage 2 – Formal Complaint**

If you are not satisfied with the response to your informal complaint, or if you feel the matter needs to be dealt with more formally, then please put your complaint in writing.

You can do this by writing a letter (which can be sent by post or email) or by completing the attached Formal Complaints Form (Appendix 1).

Letters

If writing a letter, please make it clear that you wish this to be dealt with as a formal complaint. The letter should include:

* Clear details of the complaint, including the Together Active staff / volunteers involved
* Whether you have already made an informal complaint about this
* If appropriate, who you have been dealing with at the Informal Complaints stage and why you are dissatisfied with the outcome of this
* What you would like us to do to resolve the situation
* How we can contact you for further information, to discuss this further or to provide our response
* If your complaint is about a matter which occurred more than ten working days ago, the reason for not making the complaint sooner

Please send your letter / Formal Complaints Form to either:

[hello@togetheractive.org](mailto:hello@togetheractive.org) – marked *For the Attention of the Chief Executive*

or

The Chief Executive

Together Active

PO Box 4799

Stoke-on-Trent

ST4 9QJ

Please note – if the complaint is regarding the Chief Executive, please send your complaint to the same email / postal address but marked for the attention of the Chair.

Our Commitment to You

* We will acknowledge receipt of your complaint within five working days of receiving it, including confirming who is looking into the complaint and how to contact them.
* We will provide you with either a full response or an initial response within ten working days of receiving your complaint
* If we are unable to provide a full response within ten working days, we will explain the reason for this and confirm when you can expect a full response.

**Stage 3 – Review of Formal Complaint**

If you are not satisfied with the full response to your formal complaint, you can ask for your complaint to be reviewed. You must make this request within ten working days of receiving our response, and must clearly state why you are not happy with our full response.

Please send your request to either:

[hello@togetheractive.org](mailto:hello@togetheractive.org) – marked *For the Attention of the Chair of the Board of Trustees*

or

The Chair of the Board of Trustees

Together Active

PO Box 4799

Stoke-on-Trent

ST4 9QJ

Please note – if the complaint is regarding the Chair, please send your complaint to the same email / postal address but marked for the attention of the Senior Independent Director.

This review will look at whether the full response to your formal complaint was reasonable. It may decide that this is the case, or that further action is required on our part to resolve the situation. This is the final level of appeal and no further correspondence will be entered into beyond this point.

Our Commitment to You

* We will acknowledge receipt of your request for review within five working days of receiving it.
* Your formal complaint and our full response will be reviewed by a panel consisting of the Chair or the Senior Independent Director, plus at least one other Trustee
* We will provide a full response no later than twenty working days after receipt of your request for review.

**How we use your personal information**

Any personal information you have provided will be used by Together Active to resolve your complaint. We will not pass this on to anyone outside of the organisation without your permission.

For formal complaints we will keep this information for 12 months beyond the 10 day period where you can request a review. For reviews, we will keep this information for 12 months beyond the point where we provide you with our response. After this point your personal details will be destroyed / deleted. For more information please see the Privacy Policy on our website.

**Overview of Complaints**

The Board of Trustees will be informed on a quarterly basis if there have been any formal complaints received within the last quarter. A brief summary of any complaints and their resolution may be given but this will not involve the sharing of any personal information.

Appendix 1 – Formal Complaints Form

**A picture containing text, clipart

Description automatically generated**

**Formal Complaints Form**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Full Name** |  | | | |
| **Email** |  | | | |
| **Telephone / Mobile** |  | | | |
| **What is your role in terms of the complaint?** | Participant |  | Parent of Participant |  |
| Coach / Official |  | Volunteer |  |
| Partner |  | Teacher |  |
| Member of Public |  | Other (please state below) |  |
|  |  |  | |
| **Name of the person, event or service the complaint is about** |  | | | |
| **What is the complaint?** |  | | | |
| **Have you already made an informal complaint about this? If so, please provide details of who you dealt with and why you are dissatisfied with the outcome** |  | | | |
| **What should we do to resolve the situation?** |  | | | |
| **If the complaint is about a matter which occurred more than ten working days ago, please explain why it wasn’t made sooner** |  | | | |

Please send your Formal Complaints Form to either:

[hello@togetheractive.org](mailto:hello@togetheractive.org) – marked *For the Attention of the Chief Executive*

or

The Chief Executive

Together Active

PO Box 4799

Stoke-on-Trent

ST4 9QJ