

Complaints Policy

Introduction

- Power2Inspire (P2I / The Charity) aims to provide the best possible service. However, we recognise that from time to time there may be occasions when others feel that the quality or level of service provided falls short of what they could reasonably expect.
- We take complaints seriously. Complaints give us the opportunity to put things right and the lessons learned can often influence our practices.
- It is hoped that user dissatisfaction can be remedied on an informal basis. In the first instance we would hope you would raise any complaint directly with the staff concerned.
- The complaints process is for all complaints – or expressions of dissatisfaction – from all members (staff, directors, volunteers or ambassadors) and participants/parents/carers in our events.
- The Complaints Procedure is explained below and has two stages.
- You may write, email or telephone the CEO or the Chair of Directors using the contact details given at the end of this policy.
- At any stage, the complainant may be accompanied or supported by a friend, but not a legal representative. Please notify the CEO or the Chair of Directors if any further adjustments are required to accommodate people with disabilities or other language speakers.
- All complaints will be kept confidential by the Charity and kept safely secured in compliance with UK GDPR regulations. All parties involved in the complaints process are requested to respect the privacy of others involved.

Stage One

- The complaint should be made either in person, or by telephone or email to the CEO, unless the complaint is about the CEO when the complaint should be addressed to the Chair of Directors - and marked confidential.
- The complaint should include the following details which will help us to effectively and quickly investigate your complaint:
 - Your name and contact details: this is essential as anonymous complaints will not be formally investigated but may be reviewed if they raise serious safeguarding or operational concerns.
 - Outline the nature of your complaint as precisely as possible, this will help us to investigate further and hopefully to resolve the issue. Please include details such as the place and time the incident occurred.
- Once a complaint has been received, an email (or letter) of acknowledgement will be sent to the complainant within 10 working days. This will include who is dealing with the complaint, what action is being taken, and when the complainant can expect to receive a full reply - the target time for responding in full to a complaint is 20 working days (though this may be extended depending on the extent of further investigation required)
- The CEO will investigate the circumstances leading to the complaint. If the complaint relates to the CEO or another senior member of staff the Chair of Directors (or another Director designated by the Chair) will conduct the investigation. The investigation may require an interview with the complainant and members of staff or volunteers.
- Once the investigation is complete, a letter detailing its findings should be sent to the complainant. This letter must also inform complainants of their right to ask for a review of

the investigation if they are not satisfied with the outcome of Stage One and how to access this second stage.

- If the matter is complex and will take longer than originally indicated, the Charity write to the complainant explaining the reasons why and including an indication of when a response can be expected.
- The full response must contain sufficient information to assure the complainant that their complaint has been taken seriously. If the complaint is upheld, the complainant must be given a full apology for their experience and given details, as far as possible, of what is being done to prevent a recurrence of the situation.

Stage Two

- The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing or in person, to an appeal panel of two Board members.
- The process to be followed in reviewing the complaint is similar to Stage One but now the lead person conducting the review will be the Chair of Directors or a designated Director if the Chair conducted stage one. The same target timetable applies.
- Once again, the response to the complainant must contain an explanation, apology if required, information about remedial actions, and satisfactory assurances that the complaint has been investigated fully.
- The letter must also inform the complainant that the reviewer's decision is final and that no further appeal is possible.

Closure of Complaints

- The Charity is committed to dealing with all complaints fairly and impartially. However we do not expect our staff to tolerate unacceptable behaviour and reserve the right to close a complaint if the behaviour of the complainant is abusive, offensive or threatening.
- The Charity may also close a complaint if the complainant makes serial and unreasonable complaints.
- Before closing a complaint the CEO or Chair of Directors will seek to discuss the Charity's concerns with the complainant.

Reporting

- The CEO will keep the Board informed of the number and nature of complaints, and the outcomes. This will be reported to the Board at least annually.

Contact Details

- If you have a complaint, contact (Please ensure all emails are marked 'confidential complaint'):
 - o The CEO: ceo@Power2Inspire.org.uk
 - o The Chair of Directors, Jeremy Macklin: Jeremy.Macklin@Power2Inspire.org.uk

Reviewed Annually (April)

