



## COMPLAINTS POLICY

### 1. Purpose and Scope of policy

The purpose of the complaints policy is to:-

- improve the quality of the services Sedbury Space provides;
- improve our relations with our service users;
- encourage best practice by the Sedbury Space staff and volunteers;

Complaints may be received from any who engage with or are affected by the activities and services of Sedbury Space, whether as a user or client, an employee, a volunteer, a partner organisation or agency or a member of the wider community.

### 2. Policy Statement

Sedbury Space seeks to provide a consistent, positive and fair process for handling all formal complaints whether or not they are justified.

Sedbury Space undertakes to deal with all complaints promptly and in a structured manner. Sedbury Space also undertakes to ensure that the outcome of a complaint will, if the complaint be upheld, form the basis of a process to improve the service provided and that this will be a monitored and evaluated process.

### 3. Implementation

- All formal complaints received (orally by phone or in person or by letter, Email or text) will be acknowledged within three working days with details of what will be done, who is dealing with the complaint and how long before a formal response can be given if longer than ten working days.
- A full written response, including proposed remedial actions if required, will be given within 10 working days.
- Any progress on investigating the complaint to be communicated to the complainant immediately.
- All complaints to be dealt with impartially, courteously and efficiently.
- Any complaint unable to be dealt with fully by the internal staff to be referred to the chair of Sedbury Space who will deal with the concern as appropriate but within the spirit of the standards laid out above.
- In the first instance all complaints to be dealt with by the Centre Manager or, if the complaint be about their work or conduct, by the Chair of Trustees.
- All formal complaints, including any actions arising, to be reported to the Sedbury Space trustees at their regular meetings.

### 4. Approval and Review

This policy has been approved by the Trustees and will be reviewed on a biannual basis.

Signed: ( Chair of Sedbury Space)

Date approved: January 2025 Review date: January 2027