









## Complaints Policy & Procedure

November 2023

### 1. Introduction

Think Active views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

### 2. Our policy is:

-  To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
-  To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
-  To make sure everyone at Think Active knows what to do if a complaint is received.
-  To make sure all complaints are investigated fairly and in a timely way.
-  To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
-  To gather information which helps us to improve what we do.

### 3. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Think Active.

### 4. Where Complaints Come From

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in Think Active, including the public if something is perceived to be improper.

A complaint can be received verbally, by phone, by email, social media or in writing.

This policy does not cover complaints from the Think Active team.

### 5. Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## 6. Responsibility

Overall responsibility for this policy and its implementation lies with the executive team and the board of trustees of Think Active.

## 7. Review

This policy is reviewed annually and updated as required.

## 8. Contact Details for Complaints

Written complaints may be sent to Think Active at 1 Mill Street, Leamington Spa, Warwickshire, CV31 1ES.

Email complaints may be sent to [info@thinkactive.org](mailto:info@thinkactive.org)

Complaints made through social media (e.g., Facebook) will be received by via the account inbox which can be monitored by the whole team.








Verbal complaints may be made by phone or WhatsApp to Business

Operations on 07885 200524 or in person to any of Think Active's team at any of our events.

## 9. Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media.

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

-  Write down the facts of the complaint.
-  Take the complainant's name, address, and telephone number.
-  Note down the relationship of the complainant to Think Active
-  Tell the complainant that we have a complaints procedure.
-  Allocate a complaint reference number and advise the complainant of that number.
-  Tell the complainant what will happen next and how long it will take.
-  Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

## 10. Resolving Complaints

### Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Think Active Chief Executive within five working days.

On receiving the complaint, the Chief Executive records it securely.

If it has not already been resolved, the Chief Executive will delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.

A copy of this complaint's procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level.

At this stage, the complaint will be passed to the Board of Trustees.

The request for Board level review should be acknowledged within five working days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Board of Trustees may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Think Active CSW

Charity Number 1193957

c/o 1 Mill Street, Leamington Spa, CV31 1ES

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[www.thinkactive.org](http://www.thinkactive.org)

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken because of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

#### External Stage

As a charity registered in the UK, the complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Charity Commission can involve itself in can be found on their website at:

<https://www.gov.uk/complain-about-charity>

#### **11. Variation of the Complaints Procedure**

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Chair or trustee should not also have the Chair and/or trustee involved as a person leading a Stage Two review. In case of a variation to the procedure, the complainant should be advised accordingly.

#### **12. Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

#### **This procedure has been approved & authorised by:**

**Name:** Vicky Joel

**Position:** Chief Executive

**Date:** 15/11/2023

**Signature:**

A handwritten signature in black ink, appearing to read 'V. Joel', is written over a light grey rectangular background.