



Herts Disability Sports Foundation

Registered Charity No. 1156034

Complaints Policy

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Approved Date

(Signature of Chair)

Herts Disability Sports Foundation - Complaints Policy

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Policy

Herts Disability Sports Foundation (HDSF) 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.

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 HDSF 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.

We genuinely welcome feedback (both positive and negative) from any individual, volunteer or organisation who has a legitimate interest in HDSF, including the general public. A complaint can be made in person, by phone, by email or in writing.

Confidentiality

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

Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees of HDSF.

HDSF Complaints Procedure

Contact details for complaints

If you wish to make a complaint, please:

- Speak to the lead member of staff at the activity or event, or
- Write to the Administration Manager, Herts Disability Sports Foundation, c/o Knights Templar School, Park Street, Baldock, Herts SG7 6DZ, or
- email the Administration Manager at bates.hdsf@yahoo.com.
- Phone the Administration Manager on 01462 600193.

Receiving Complaints

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

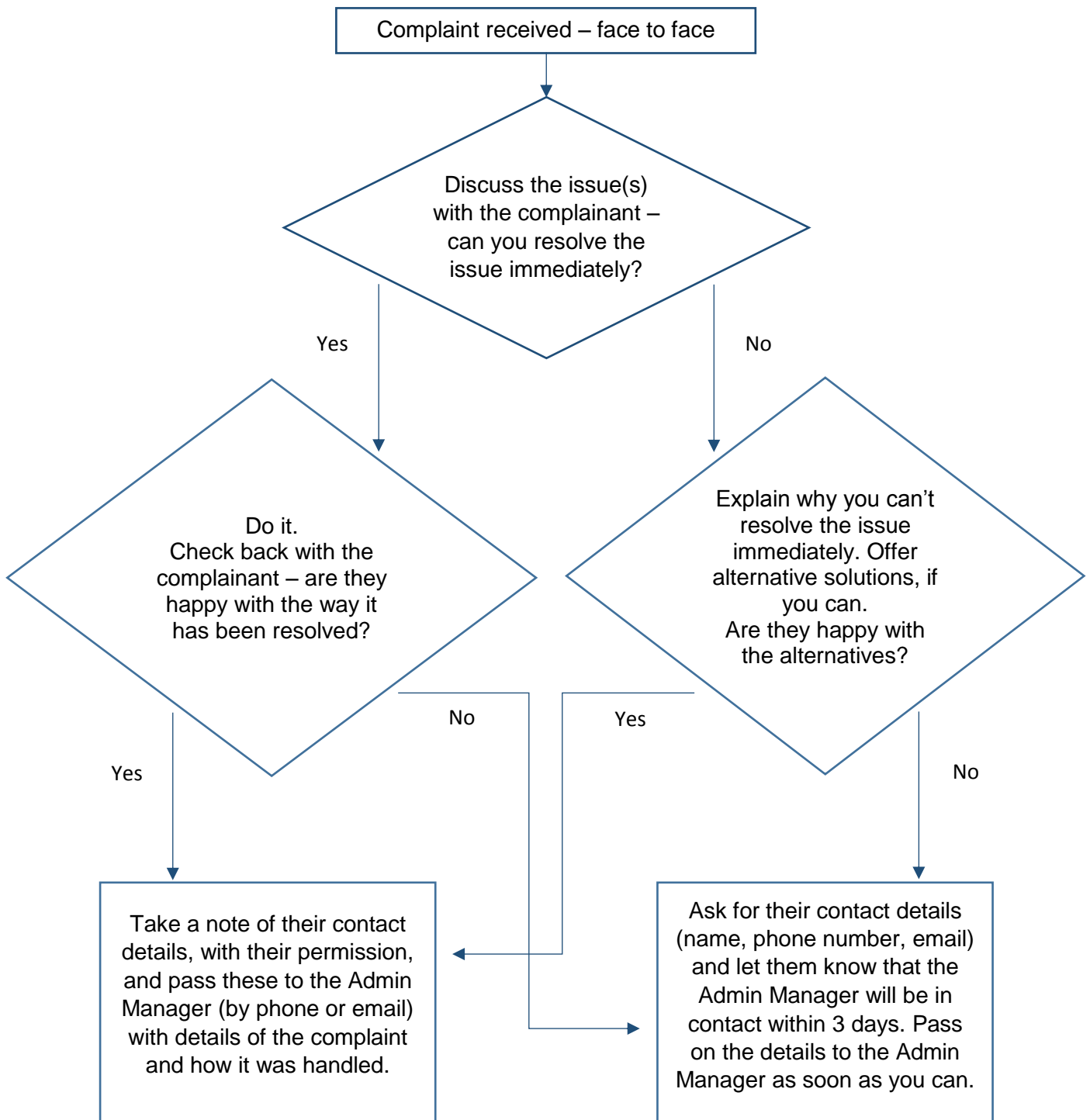
- Write down the facts of the complaint,
- Take the complainant's name, address and telephone number,
- Note down the relationship of the complainant to HDSF, e.g. donor, volunteer, sponsor,
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how 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.

Ideally, all complaints will be dealt with as quickly as possible – if it can be resolved there and then, we will do so. But, we will make a record of every complaint so that we can monitor HDSF performance.

Resolving Complaints

Stage One

Complaints received on site/at an activity



Complaints received by the Admin Manager, HDSF

Where a complaint cannot be resolved onsite or where a complaint is initially received by the Admin Manager – the response is the same. Once the Admin Manager receives the complaint, they will make contact within 3 working days to acknowledge the complaint, seek clarification and/or ask for further information on the complaint. They will also arrange to email or post a copy of this complaints policy to the complainant.

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

The Admin Manager will investigate the complaint, involving other staff as appropriate, and will respond to the complaint within 2 weeks of receipt – if this is not possible, they will provide the complainant with an update and a revised timescale for response.

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 of the original complaint. 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 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 as a result of the complaint. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

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.

Monitoring and Learning from Complaints

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

Sources:

- Complain about a charity – Gov.uk
- <file:///E:/DSFoundation/Policies/Complaints/ComplaintsPolicyProcedure-HOPEUK.pdf>
- <https://casouthwark.org.uk/sites/default/files/images/Complaints%20policy%20sample%20doc.pdf>
- https://www.gcu.ac.uk/media/gcalwebv2/theuniversity/supportservices/guidelinesandpolicies/GCU_CHP_Flowchart.pdf
- <http://s18756.pcdn.co/wp-content/uploads/2017/03/The-Advocacy-Project-feedback-and-complaints-policy.pdf>