

## Activate Your Life

### COMPLAINTS POLICY

#### 1. INTRODUCTION

The Charity Commission report '*Cause for Complaint*' states: 'an effective complaints management system is a proven way of maintaining and building relationships with the people on whom the charity depends.'

This policy sits alongside Activate's Grievance Policy. The Grievance Policy is intended to set out procedures for paid employees to raise concerns, whereas this document sets out procedures for others who may have an interest. This policy does not cover complaints from Activate staff, who should use the grievance procedure.

Handling complaints well:

- Demonstrates your commitment to your clients and other stakeholders
- Demonstrates your commitment to providing the best possible service
- Helps you to find out about things that have gone wrong so you can fix them
- Helps you to prevent things going wrong again in future

Activate 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 the organisation that has made the complaint.

The purpose of this policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To make sure everyone at Activate 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 and reconciled
- To gather information which helps us to improve what we do

#### 2. DEFINITION OF A COMPLAINT

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Activate, its operations and its mission and ministry.

**This policy is not intended to cover safeguarding concerns. If you are concerned that you or someone you know may be the subject of abuse, or you have a concern regarding any other safeguarding issue, you must contact Activate's Safeguarding Adviser, Sarah McKerney.**

If the complaint is not of a safeguarding nature but relates to a complaint against the safeguarding team this policy should be followed.

### **3. CONFIDENTIALITY**

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

### **4. RESPONSIBILITY**

Overall responsibility for this policy and its implementation lies with the Activate Leadership Team.

### **5. REVIEW**

This policy is reviewed regularly and updated as required.

### **6. CONTACT DETAILS FOR COMPLAINTS:**

Written complaints may be sent to

Rhiannon Goulding, [rhiannongoulding@me.com](mailto:rhiannongoulding@me.com)

Date of policy review: January 2024