

# Feedback and Complaints Policy

## Purpose

This document is a step by step guide to dealing with General Feedback, Concerns and Complaints within Move Free CIC.

The purpose of this document is to provide advice to service users and Move Free CIC Instructors and Volunteers about the procedure for recording and handling compliments, concerns or complaints.

This procedure covers anyone who has contact with Move Free CIC as part of our work.

Move Free CIC strongly encourages everyone to come forward and communicate about:

- any feedback they have about staff, programming, activities provided by Move Free CIC
- witnessing a breach in the trainer agreement or code of conduct, as referenced in the health, safety and wellbeing policy, a member of our community
- complaints or issues with other participants

Move Free CIC aims to create a safe environment for everyone in our community. We are an organisation built on our values of inclusivity, support and community, we will not tolerate bullying, harassment or discrimination within our sessions or organisation.

Any individual may raise a complaint or offer feedback. Move Free CIC does not tolerate victimisation. No one should be treated less favourably because they have made, supported or given evidence as part of a complaint. No one making a complaint will be penalised for doing so unless the complaint is without foundation and not made in good faith.

A copy of the Complaints and Communications Procedure will be provided to any person who makes a request for one. Our complaints process is also available on the website. This helps to ensure that concerns and complaints are dealt with quickly and efficiently.

## Responsibility for Concerns/Complaints Management

The Director of Operations is responsible for ensuring compliance with the arrangements and that action is taken in light of the outcome of any complaint investigation.

Created by	Approved by	Issue No	Date Approved	Date to review	Page
Hannah Gleed	Erin Blyth	1	August 2023	August 2025	1 of 6

## Definitions of Key Terms

### **Feedback** is defined as:

Any comments or suggestions that members of the community have regarding Move Free CIC and its activities, including but not limited to:

- Compliments for services provided including letters of appreciation or thank you cards from service users, etc. Complimentary communications sent direct to Move Free CIC will be acknowledged and copies sent to the appropriate person or people area for information.
- Any anxiety or worry regarding Move Free CIC services, expressed by services users, or other community members which they do not wish to be treated as a complaint
- Any other suggestion or comments on the service that Move Free CIC provides

### **A Complaint** is defined as:

An expression of dissatisfaction that requires a response that cannot be provided within 24 hours of being raised with a member of staff, instructor or volunteer.

There is no absolute requirement for a complaint to be in writing and appropriate responses should be made to all complaints whether written or verbal.

## Formal Channels

### Written

Feedback and complaints can be sent to [chris@movefreecic.org](mailto:chris@movefreecic.org) or submitted through the form on the website.

Complaints will be logged using the Complaints Form [Appendix 1] by the Operations Director and an acknowledgement of receipt will be sent within 10 working days.

### Oral

Feedback and complaints can also be made to any member of staff, instructor or volunteer.

Where a complaint is made in person or by telephone, the person receiving the complaint must advise the complainant that they will be making a written record of the complaint using the Complaints Form [Appendix 1]. This form includes the name, address and contact details of the complainant along with details of the issue and the date that the complaint was made.

This written record must be made and passed on to the Operations Director as soon as possible, and no later than 48 hours after the complaint was made.

### Note:

If the complaint is made against the Operations Director, the complaint will be directed to another director of Move Free CIC and they will take the place of the Operations Director for the remainder of the steps in this policy.

Created by	Approved by	Issue No	Date Approved	Date to review	Page
Hannah Gleed	Erin Blyth	1	August 2023	August 2025	2 of 6

The directors of Move Free CIC are:

Chris Colvile	Hannah Gleed	Erin Blyth
Operations Director	Finance Director	Impact Director

## Time Limit for Making a Complaint

A complaint must be made within –

- a) Twelve months of the date on which the matter which is the subject of the complaint occurred; or
- b) Twelve months of the date on which the matter which is the subject of the complaint came to the notice of the complainant

The Director of Operations may decide to authorise an investigation outside of the aforementioned time limit if:

- a) Having regard to the circumstances, the complainant had good reasons for not making the complaint within the period; or
- b) Notwithstanding the time that has elapsed it is still possible to investigate the complaint effectively and efficiently.
- c) If additional information comes to light that they did not previously have knowledge of.

## Investigation

On receipt of the complaint, the Operations Director will write to the complainant to acknowledge the complaint and to agree with the complainant the manner in which the matter will be handled and the time frame that is expected for the investigation.

The complainant will also be advised that their personal details may be shared with any personnel involved in conducting the investigation as necessary.

If the complainant wishes to withdraw their complaint at any time, it will still be recorded, but marked as withdrawn and the reason why, if given, will also be recorded. If the Operations Director feels it is appropriate an investigation may still be carried out.

The Operations Director may appoint an investigation officer to carry out the investigation or they may carry it out themselves.

The level of investigation and guidance on timeframes for completion will be determined by the seriousness and complexity of the complaint.

Created by	Approved by	Issue No	Date Approved	Date to review	Page
Hannah Gleed	Erin Blyth	1	August 2023	August 2025	3 of 6

The Operations Director or a nominated deputy will prepare a written response to the complaint which summarises the nature and substance of the complaint, describes the investigation and summarises its conclusions.

The letter will include any action needed as a result of the complaint that has been taken or is proposed to be taken by Move Free CIC.

The response must be signed by a director of Move Free CIC, in most cases the Operations Director.

Should the complainant remain dissatisfied with the response to the complaint, the Director of Operations or other nominated director of Move Free CIC will offer to meet with the complainant to determine if further action is appropriate.

If the complainant requests a meeting, this will be arranged by whoever is responsible for chairing the meeting. Notes of the meeting will be taken.

## If the issue remains unresolved

If after the above process is complete, the complainant does not feel that the issue has been satisfactorily resolved they can make a complaint to the Regulator of Community Interest Companies.

This is done by writing to:

The Office Manager  
Office of the Regulator of Community Interest Companies  
Room 3.68  
Companies House  
Crown Way  
Cardiff CF14 3UZ

Further guidance can be found here:

<https://www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies/about/complaints-procedure>

Created by	Approved by	Issue No	Date Approved	Date to review	Page
Hannah Gleed	Erin Blyth	1	August 2023	August 2025	4 of 6

# Complaints Form

This form is to be completed for all complaints received; written or oral. Please attach copies of any written correspondence and supporting documents to this form.

Please note this form is not for logging safeguarding concerns- please see safeguarding policy.

## Part 1: Complainant details:

Name:	
Organisation:	
Job title:	
Address:	
Email address:	
Phone number:	
Received via:	

## Part 2: Details of the issue:

Received by:		Date received:	

Created by	Approved by	Issue No	Date Approved	Date to review	Page
Hannah Gleed	Erin Blyth	1	August 2023	August 2025	5 of 6

**Part 3: Agreed Action:**

Handled by:		Date discussed:	
Time frame for actions:		Date of action review:	

**Part 4: Outcomes**

Complainant is satisfied with Move Free CICs response:			
Details of further action to be taken:			
Signed:		Date:	

Created by	Approved by	Issue No	Date Approved	Date to review	Page
Hannah Gleed	Erin Blyth	1	August 2023	August 2025	6 of 6