

Sports Traider Charity

Complaints Procedure

Reviewed March 2019

Definition of a complaint

A complaint is defined as an expression of dissatisfaction received from a member of the public or stakeholder that needs a response.

Who receives complaints?

The Shop Manager, Regional Manager, or the Operations Manager can receive a complaint and should try and resolve the complaint at first contact. Should a complainant not be satisfied with the response, the case must be dealt with by the Regional Manager, the Operations Manager or a Trustee of Sports Traider Charity as part of a three-stage process.

Etiquette of complaint receipt:

LISTEN without interrupting. Remain calm. Do not prejudge or assume.

ACKNOWLEDGE and note all the complainant's concerns. Repeat the issues they wish addressed as confirmation that you have understood.

Our performance is judged on:

EASE - complaint recognition at first point of contact?

SPEED - were concerns dealt with quickly enough?

MANNER - were all staff/volunteers contacted responsive?

OVERALL - how were all elements within the complaint dealt with?

RESOLVED TO SATISFACTION - expectations met?

Complaints Stages;

STAGE 1

1. If a member of the public / stakeholder is not happy with an aspect of the charity's activities, they should raise the matter with the Shop Manager, Regional Manager, or the Operations Manager or a Trustee of Sports Traider Charity.
2. Wherever possible the situation should be resolved at this stage.
3. If the complaint cannot be resolved or the complainant is unsatisfied with the response, the complaint should be moved to Stage 2.

STAGE 2

1. The Shop Manager or Operations Manager should complete the COMPLAINT FORM.
2. Written acknowledgement of the complaint should be sent to the complainant within 48 hours.
3. The complaint should be fully investigated, and a response provided to the complainant within 20 working days (4 weeks) of the initial complaint being made.
4. If the complainant does not feel that their complaint has been dealt with satisfactorily, they can request a formal investigation (Stage 3). The request must be made in writing to the Trustees of Sports Traider Charity and must be made within 10 days (2 weeks) of their response to Stage 2 being received.

STAGE 3

1. An investigation will be carried out by one Trustee. The investigation will take place as soon as possible and a written record kept.
2. A review panel will be formed, made up of three members of the Board of Trustees, not previously involved in the complaint or the investigation. When appropriate an external advisor may sit with the panel.
3. The review panel will meet within 20 working days of the Board of Trustees receiving the request for the formal investigation. The panel will produce a decision, which will be final, within 24 hours of the meeting. A record will be kept of the panel's meeting.
4. The review panel will notify the complainant of their decision at the earliest opportunity, and not more than 40 working days (eight weeks) of the request for a formal investigation being received. The response should include a clear explanation of the reasons for their final decision.
5. The Trustees will consider any appropriate action to be taken.

Closing complaints

A complaint can be closed when:

- a) All actions have been taken to resolve the complaint and these have been communicated to the member of the public/stakeholder, who agrees to the complaint closure.
- b) Agreement has not been reached, but the complainant is fully aware that no further action will be taken by Sports Traider Charity.

c) A complaint is deemed to have gone into litigation.

COMPLAINT FORM

Date	
Name of Complainant	
Contact Details:	Phone : _____ Evening: _____ Mobile: _____ Email: _____ Address: Preferred method of contact: _____
Is complaint on behalf of someone else? If so, who?	Yes ____ No ____ Name: _____
Where did issue happen?	
If there is a named individual(s) in the complaint, please provide details:	Name(s): _____
Complaint details: Provide details of complaint in bullet points if possible	Date of incident: _____ Time of incident: _____

Steps taken to resolve complaint:	

Details of person taking the complaint	Name: _____ Date: _____ Time: _____
Next Steps	Would you deem the complaint to be a Safeguarding concern? Yes _____ No _____ (If yes, refer immediately to Charity Welfare Officer) Complaint resolved? Yes _____ No _____ Is complainant satisfied with the outcome? Yes: _____ No: _____ If no, please explain: Complaint moved to Stage 3? Yes _____ No _____

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Stage 3 request received by: _____ Date: _____ Time: _____