



Space2Create Complaints Procedure

How to make a complaint or tell us about a concern

Address: Unit 31, The Factory, Castle Mills, Kendal, LA9 7DE

Email: info@space2create.co.uk

Telephone: 01539 482540

If someone tells us they're not happy about the service they've received, and we aren't able to resolve it at the time, it will be handled as a complaint. Any Volunteer or Service User affected by the way we deliver services can follow this process to make a complaint.

We'll encourage and support you through the complaints process. We'll also make sure you're not negatively affected if you make a complaint, or if someone complains on your behalf.

You can complain on someone else's behalf with their consent or if the person needs help to complain and can't give consent because they lack capacity within the meaning of the Mental Capacity Act 2005.

If you aren't happy about making a complaint yourself and you do not know someone who can talk or write to us on your behalf, we will provide, as far as is reasonably practical:

- any help you need to understand the complaints procedure; or
- advice on where you may get that help
- practical support like arranging interpretation or signing services.

What isn't a complaint?

- An initial request for service
- Asking for an explanation of a policy or a decision
- An issue that has its own appeal process

How we handle complaints

We'll acknowledge your complaint in three working days and give you the name and contact details of the Complaint Handler. That person will have enough seniority and experience to deal with the issues raised. Staff will not investigate complaints against themselves.

The Complaint Handler will usually contact you for further information, ask you how you'd like your complaint to be resolved and how you'd like to be informed of the outcome. We will keep you informed about the progress of the investigation.

We aim to have all complaints investigated within 14 working days but if we need to extend those timescales, we'll agree that with you.

When we've finished investigating, we'll contact you to discuss the outcome, and then write to you with:

- what we've found
- any action we're taking
- our suggestions to resolve your complaint.

If you're not satisfied with how we dealt with your complaint, you can appeal the outcome within 14 working days.

The Appeal Handler will be more senior to the person who investigated the original complaint and will have the authority to resolve issues highlighted within the complaint and appeal. We'll let you know the outcome of an appeal within 14 working days.

The appeal is the final stage of Space2Create's Complaint Process. If you're not satisfied with the outcome of the appeal, we'll provide you with details of alternative complaint options, such as an Ombudsman or regulators.

Anonymous complaints

We deal with anonymous complaints under the same procedure, but it's better if you can provide contact details so we can tell you the outcome of our investigation.

Vexatious and repeat complaints

We won't investigate complaints about an issue already investigated and where appeal has been exhausted, or complaints made to intentionally cause disruption or annoyance.

Created:	Joy Stewart (Wellbeing Manager)
Approved as follows:	Mat Butler (CEO)
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Signature:	Joy Stewart
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