A close up of a logo

Description automatically generated

**Complaints & Compliments Policy**

|  |  |
| --- | --- |
| Approving Authority | Trustees |
| Approval Date | 9/1/2025 |
| Effective Date | 9/1/2025 |
| Review Period | 3 yearly |
| Last Reviewed | January 2025 |
| Document Author | Katherine Harvey Trustee Secretary &Jemma Gregory CEO & Founder |
| Lead Officer | Jemma Gregory |

**Version Control**

* All key documents including Policies, Procedures and Processes will have a version control table to assist with tracking the development of the document.
* All draft versions will show as numbers after a decimal point and each full version will show before the decimal point as follows.
* The version number will appear in the document header along with the document title.

|  |  |  |
| --- | --- | --- |
| **Date** | **Version Number** | **Notes** |
| December 2024 | v0.1 | Drafted December 2024 by  Jemma Gregory |
| January 2025 | v1.0 | Approved January 2025 |
|  |  |  |
|  |  |  |

**Document Status**

* This is a controlled document. Whilst this document may be printed, the electronic version posted on the website is the controlled copy. Any printed copies of this document are not controlled.
* As a controlled document, this document should not be saved onto local or network drives but should always be accessed from the website.

**Who is covered by this policy?**

All staff, trustees and volunteers.

**Purpose**

The purpose of this Complaints Policy is to establish a clear, fair and transparent framework for managing compliments and complaints. This policy reflects the Charity’s commitment to valuing feedback as a driver for continuous improvement, maintaining trust with stakeholders, and ensuring all concerns are addressed in a timely, impartial and confidential manner.

**The policy**

The SPACE approach ensures that complaints are handled swiftly and appropriately, promoting transparency and accountability within the organisation. It ensures adherence to information governance, promotes equality, diversity, and inclusion, emphasises value for money, and establishes performance measures for complaint resolution.

Stage One: Informal Resolution

Complaints regarding aspects of Space activities or an individual staff member should initially be resolved informally:

* **Process:** A member of the senior leadership team will engage in a discussion with the concerned party to achieve a satisfactory resolution. If the complaint involves the manager, the complainant may directly approach the next level of management.
* **Timeline:** Informal resolution must aim to conclude within 7 working days of receipt.

Stage Two: Formal Resolution

If an informal resolution is unattainable, complaints must be submitted in writing to the manager;

1. **Acknowledgement:** The manager will acknowledge receipt of the complaint in writing within 7 working days.
2. **Investigation:** A thorough investigation will be conducted, with all findings documented in a complaint log for transparency and record keeping.
3. **Outcome:** The manager will communicatethe outcome to the complainant within 28 days, including and policy or procedural changes made because of the complaint.
4. **Escalation:** If the complainant is dissatisfied, they may escalate the complaint to stage 3.

Stage 3: Escalated Formal ResolutionIf the complaint cannot be resolved at Stage 2, it will be escalated to the Chair of Trustees:

1. **Acknowledgement:** The Chair will acknowledge the complaint within 7 working days.
2. **Investigation:** An independent review may be initiated if necessary, ensuring impartiality.
3. **Outcome:** A comprehensive written response will be provided within 28 days, including recommendations for any system changes if appropriate.
4. **Further recourse:** if the complaint remains unresolved, the complainant may approach the Charity Commission.

The Charity Commission can be contacted at: http://www.charitycommission.gov.uk/About\_us/Contacting\_us/default.aspx**Child Protection and Criminal Acts**

If a complaint involves child protection concerns, it will immediately be referred to the Designated Safeguarding Lead, following the Safeguarding Policy. For complaints involving potential criminal acts, the manager will notify the police in line with organisational protocols.

**Fundraising Complaint**

If you are dissatisfied with our response to a fundraising complaint, you can contact the Fundraising Regulator (FR) (https://www.fundraisingregulator.org.uk/) to access their independent complaints procedure.

**Compliments**

We recognise that compliments are an important form of feedback that helps celebrate what we are doing well and reinforces positive practice across the organisation.

**Purpose of Sharing Compliments:**

* To acknowledge individual or team efforts and contributions
* To boost morale and motivation
* To promote a culture of appreciation and continuous learning
* To identify and share examples of good practice across the organisation

**How Compliments are Shared:**

* Compliments received (verbally, in writing, via social media, or feedback forms) will be recorded and logged by the relevant team or manager.
* Compliments will be shared during team meetings, supervision sessions, or through internal communications (e.g., newsletters, emails).

**Links to related Policies & Procedures**

* Equality, Diversity & Inclusion Policy
* Recruitment Policy
* Health & Safety Procedures
* Complaints
* Whistleblowing
* Code of Conduct