



COMPLAINTS PROCEDURE

Prevent The Bet CIC – Complaints Procedure

1. Purpose To ensure concerns or complaints are dealt with fairly, quickly, and transparently.

2. Who Can Complain

- Members
- Volunteers
- Staff
- External professionals

3. How to Make a Complaint You can:

- Email
- Contact a facilitator
- Speak to the Safeguarding Lead

4. Complaint Stages

Stage 1: Informal Resolution Discuss the issue with a facilitator or staff member. Aim to resolve within 7 days.

Stage 2: Formal Complaint Submit details in writing.

The CIC will:

- Acknowledge within 3 days
- Investigate within 14 days
- Respond in writing

Stage 3: Appeal If unsatisfied, you may appeal within 7 days. A separate director will review and respond within 14 days.

5. Confidentiality Complaints are kept confidential unless there is a risk of harm.

6. Recording All complaints and outcomes are documented.