

Kingswood Sports CIO Complaints Handling Policy

Policy Number: KS-CH-01

Effective Date: September 2024

Review Date: September 2025

Approved by: Board of Trustees

Version: 1.0

1. Purpose

Kingswood Sports CIO is committed to providing a high standard of service, and we value feedback from all our stakeholders, including beneficiaries, donors, volunteers, and the general public. This policy outlines our approach to handling complaints to ensure they are resolved promptly, fairly, and effectively.

2. Scope

This policy applies to all complaints from Kingswood Sports CIO regarding any aspect of our operations, services, staff, or volunteers.

3. Definitions

Complaint: An expression of dissatisfaction, whether justified or not, about any aspect of Kingswood Sports CIO's work, services, or behaviour of staff or volunteers.

4. Policy Statement

- We aim to handle complaints promptly, respectfully, and efficiently.
- All complaints will be taken seriously and will be treated confidentially.
- We are committed to continuous improvement and will use the feedback from complaints to enhance our services.

5. Responsibilities

Trustees and Senior Management:

- Ensure the implementation and regular review of this policy.
- Oversee the complaints handling process and ensure that all complaints are managed effectively.

Employees and Volunteers:

- Report any complaints received to the designated complaints officer.
- Cooperate with any investigations and resolutions related to complaints.

6. Complaints Handling Procedure

1. Making a Complaint:

- Complaints can be made in writing, by email, by telephone, or in person.
- Complaints should be directed to the designated complaints officer or a senior manager.
- Complainants should provide as much detail as possible, including the nature of the complaint, dates, times, and any relevant documentation.

2. Acknowledgement:

- Complaints will be acknowledged within five working days of receipt.
- The acknowledgement will include the name of the person handling the complaint and an outline of the complaints process.

3. Investigation:

- The designated complaints officer will conduct a thorough investigation of the complaint.
- This may involve reviewing documents, interviewing staff or volunteers, and speaking with the complainant.
- Investigations will be conducted impartially and without bias.

4. Resolution:

- Responding to the complaint will be provided within 20 working days of being acknowledged.
- If more time is needed, the complainant will be informed of the reason for the delay and an expected resolution date.
- The response will include the outcome of the investigation and any actions taken to address the issue.

5. Appeals:

- If the complainant is unsatisfied with the outcome, they may appeal the decision.
- Appeals should be made in writing within ten working days of receiving the response.
- The appeal will be reviewed by a senior manager or trustee not previously involved in the complaint.
- A final response will be provided within 20 working days of receipt of the appeal.

7. Confidentiality

- All information regarding complaints will be kept confidential and shared only with those involved in the investigation and resolution process.
- Records of complaints will be kept securely and in compliance with data protection regulations.

8. Monitoring and Review

- This policy will be reviewed annually by the Board of Trustees.
- Feedback from complaints will be used to improve our services and policies.

- The effectiveness of the complaints handling process will be monitored through regular reviews of complaints and resolutions.

9. Contact Information

For any queries or to make a complaint, please contact:

Designated Complaints Officer Football Club:

Paul Richardson

paul.richardson@kingswoodsports.co.uk

Designated Complaints Officer Rugby Club:

[Name]

[Contact Details]

[Email Address]

Trustee Responsible for Complaints:

Mike Corlyon

mike.corlyon@kingswoodsports.co.uk

Chair of the Board of Trustees:

Sarah Weichardt

(sarah.weichardt@kingswoodsports.co.uk)

Approved by:

Sarah Weichardt

Chair of the Board of Trustees

Kingswood Sports CIO

This policy is intended to ensure that all complaints are handled consistently, fairly, and effectively, reflecting Kingswood Sports CIO's commitment to high standards and continuous improvement.