

Kingswood Sports CIO Complaints Policy and Procedures

Policy Number: KS-CP-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 maintaining high standards and aims to provide a positive experience for all stakeholders. We value feedback and aim to address any complaints promptly and effectively. This policy outlines our procedures for handling complaints to ensure they are managed fairly, consistently, and transparently.

2. Scope

This policy applies to all complaints received by Kingswood Sports CIO from beneficiaries, donors, volunteers, staff, partners, and the general public regarding any aspect of our operations, services, or behaviour of our staff and volunteers.

3. Definitions

Complaint: An expression of dissatisfaction by any individual or group about any aspect of Kingswood Sports CIO's operations, services, or the conduct of its staff or volunteers.

4. Policy Statement

- Kingswood Sports CIO treats all complaints seriously and aims to resolve them swiftly and fairly.
- We ensure that complaints are handled consistently and confidentially.
- We are committed to continuous improvement and will use feedback from complaints to enhance our services.

5. Responsibilities

Trustees and Senior Management:

- Oversee the implementation and regular review of this policy.
- Ensure that all complaints are handled efficiently and effectively.
- Foster a culture of transparency and continuous improvement.

Employees and Volunteers:

- Report any complaints received to the designated complaints officer.
- Participate in any investigations and cooperate fully to resolve complaints.

6. Complaints Handling Procedure

1. How to Make a Complaint:

- Complaints can be made verbally or in writing, including by email or letter.
- All complaints should be directed to the designated complaints officer or any senior manager.
- The complaint should include its nature, relevant dates and times, and supporting documents.

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.
- This may involve reviewing relevant documents, interviewing staff or volunteers, and speaking with the complainant.
- The investigation will be carried out impartially and without bias.

4. Resolution:

- A response will be provided within 20 working days of the complaint being acknowledged.
- If the investigation takes longer, 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 to be taken.

5. Appeals:

- If the complainant is unsatisfied with the resolution, they can appeal the decision.
- Appeals should be made in writing within ten working days of receiving the initial 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 complaints and related information will be kept confidential and shared only with those involved in the investigation and resolution process.
- Complaint records will be stored securely and in compliance with data protection regulations.

8. Monitoring and Review

- The Board of Trustees will review this policy annually to ensure its effectiveness.

- Feedback from complaints will be used to improve our services and inform policy updates.
- Regular reports on complaints and their outcomes will be presented to the Board of Trustees.

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 United CIO

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