



Document Name	Unique Id	Version	Effective Date	Review Date	Summary of significant changes
Complaints Policy and Procedure	CPPr	1	November 2016	November 2017	Approved by LP
Complaints Policy and Procedure	CPPr	1	November 2017	November 2018	Reviewed no updates
Complaints Policy and Procedure	CPPr	1	November 2018	November 2019	Reviewed no updates
Complaints Policy and Procedure	CPPr	2	September 2019	September 2020	Updated to reflect timescales

Purpose and Scope of Policy

Me2 Club views complaints as an opportunity to learn and improve our service, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- All complaints will be treated seriously
- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Me2 Club knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a prompt and courteous manner
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to provide a high quality service for all our stakeholders

This policy does not cover complaints from staff, who should use Me2 Club's Disciplinary Policy and Procedure (DPPr) and the Grievance Policy and Procedure (GPPr).

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Me2 Club.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

If someone wishes to make a complaint about Me2 Club, this should be made in the first instance to the Me2 Club Chief Executive who will log the concerns and attempt to resolve the situation. If a satisfactory response is not received, or the concern is about the Chief Executive, this will need to be put in writing using the complaints form and submitted to the Me2 Club Board of Trustees for discussion and response.

Acknowledgement, Investigation and Timeline

The Chief Executive will acknowledge a complaint within 5 working days requesting further information or clarification if appropriate and attempt to resolve the situation. A complaint may be received in writing, by email, in person or by telephone. The complainant should have a response within 10 working days from the initial complaint being received as to the outcome of the investigation if appropriate an apology will be given and details of any remedial action to be taken by Me2 Club. If for any reason the recommended timescale cannot be met, for example a staff absence, the complainant should be contacted and updated. All correspondence will be logged by the Chief Executive.

If the complainant is not satisfied with the initial investigation the complaint must be referred directly to the Chair of Trustees who will review the complaint in consultation with appropriate staff and a nominated Trustee. The Chair will investigate that the fundamental point of the complaint has been

addressed and will respond to any outstanding issues raised by the complainant. It may be necessary to obtain further information from Me2 Club Advisors to the Board or from a third party.

The Chair will send a written response within 10 days which will detail an explanation, if appropriate an apology, information regarding any remedial actions and an assurance that the complaint has been fully investigated. If the complainant is still not satisfied, then the matter should be referred to the whole Board. All correspondence will be logged by the Chief Executive.

At the final stage The Trustee Board, who will nominate 2 new Trustees to investigate the complaint, a response will be reached within 15 days. The 2 nominated Trustees will report their findings to the Trustee Board, once a conclusion has been reached the complainant will be notified of the Boards conclusions and a clear explanation of the reasons for reaching them.

At any stage in the above process a complainant has the right to refer the complaint to the [Fundraising Regulator](#), if they are dissatisfied with the outcome of Me2 Club's investigation. Timescale for a referral is 2 months from Me2 Club response.

A record of this stage of the complaint, the correspondence and action took will be logged and kept by the Chief Executive for at least 24 months from the date where the complaint was made. In certain circumstances for example, where the complainant within this timeframe requests that their information be destroyed, Me2 Club will comply with data protection and destroy the information.

Me2 Club Complaint Form

Please give as many details as possible including any dates, times and details of the incident. Please bear in mind that confidentiality might not be possible, depending on the nature of the complaint. Please use extra paper as required.

Contact details of person completing the form	
Nature and details of the complaint	

What would you like to see happen next?	
Outcome of Complaint	
Details of how the issue was resolved	

Signed:

Date: