



## Complaints Policy

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<b>Version</b>	<b>Author</b>	<b>Owner</b>	<b>Reviewer</b>	<b>Review Date</b>
3.0	Shaun Polley	Chin Davies	Chin Davies	July 2023

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### 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 and treated confidentially, telling only those who need to be aware and following any relevant data protection requirements.

### Key Contacts

Chief Executive Officer: Chin Davies [Chin@me2club.org.uk](mailto:Chin@me2club.org.uk)

Chair of Board of Trustees: Sonia Aulak [Sonia@me2club.org.uk](mailto:Sonia@me2club.org.uk)

### Acknowledgement, Investigation and Timeline

If someone wishes to make a complaint about Me2 Club, the complaint should be put in writing and sent by email in the first instance to the Chief Executive Officer 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 Officer, this will need to be put in writing and submitted by email to the Board of Trustees via the Chair.

The Chief Executive Officer will acknowledge a complaint within 5 working days requesting further information or clarification if appropriate and attempt to resolve the situation.

The complainant should receive a response within 10 working days from the initial complaint being acknowledged as to the outcome of the complaint and any actions Me2 Club feel appropriate to resolve the situation. 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 and outcome the complainant may appeal the decision. To appeal the complaint or the outcome of the investigation, a request should

be submitted in writing by email 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 of them being notified which will detail their findings and any proposed course of action. All correspondence will be logged by the Chair of the Board.

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.

Information relating to the complaint will be kept by Me2 Club for a period of 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	Full name:  Contact Details:
Nature and details of the complaint	
What would you like to see happen next?	
For Office Use Only	
Complaint Reference	
Date Complaint Received	
Actioned By (Name, Title)	
Outcome of Complaint	
Details of how the issue was resolved	
Date of resolution	
Feedback on handling of complaint sought (If no feedback, why?)	