

Complaints Policy

Document Name	Unique Id	Version	Effective Date	Review Date	Summary of 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 time scales
Complaints Policy and Procedure	CPPr	2	September 2019	September 2020	No Changes
Me2 Club Complaints Policy	CPPr	3	November 2020	November 2021	Refresh and update
Me2 Club Complaints Policy	CPPr	3	November 21	November 22	No Changes
Me2 Club Complaints Policy	CPPr	3	July 2023	July 2024	Updated key contacts.
Me2 Club Complaints Policy	CPPr	3	August 2025	August 2027	Updated key contacts.

Purpose and Scope of Policy

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

We are committed to ensuring that concerns and complaints are handled openly, fairly, and consistently. This policy is designed to:

- Treat all complaints seriously, sensitively, and fairly.
- Provide a clear and accessible process for making complaints.
- Ensure prompt and thorough investigation of all complaints.
- Resolve complaints wherever possible and restore positive relationships.
- Learn from complaints to improve service delivery.
- Comply with relevant legislation, including the Charities Act 2011, Equality Act 2010, and UK GDPR/Data Protection Act 2018.

This policy applies to:

- Service users and families
- Volunteers
- Members of the public
- Partner organisations and other stakeholders

This policy does not apply to:

- Complaints or grievances made by employees, which are managed under Me2 Club's **Grievance Policy** or **Disciplinary Policy**.

Definition of a Complaint

A complaint is defined as:

“An expression of dissatisfaction, whether justified or not, about any aspect of Me2 Club's services, behaviour of staff or volunteers, or organisational practices.”

Process for making a Complaint

Complaints can be submitted in writing, by email in the first instance:

Chief Executive Officer

Chin Davies - Chin@me2club.org.uk

If the complaint concerns the CEO or remains unresolved:

Chair of the Board of Trustees

Sonia Aulak - Sonia@me2club.org.uk

If required, we can provide alternative methods for submitting complaints (e.g. verbal, large print, or translation support) to ensure accessibility for all.

Stage 1 – Initial Complaint and Investigation

- Acknowledge complaint within **5 working days**.
- Conduct investigation and respond within **10 working days** of acknowledgment.
- If additional time is required, the complainant will be informed with reasons and a revised timeline.
- Outcome will be communicated in writing, including:
 - Summary of findings
 - Any remedial actions taken

- Right to escalate (if not satisfied)

All complaints will be logged confidentially by the Chief Executive.

Stage 2 – Appeal/Review

- If the complainant is dissatisfied with the outcome, they may submit a written **appeal** to the **Chair of Trustees** within **10 working days** of receiving the Stage 1 outcome.
- The Chair (or a delegated Trustee not involved in the original investigation) will:
 - Review the original complaint, process, and response.
 - Request further information as needed.
 - Provide a written response within **10 working days**, or notify the complainant if more time is needed.

This outcome is final within Me2 Club’s internal complaints process.

Stage 3 – External Escalation

If the complainant remains dissatisfied after Me2 Club’s internal process:

- They may refer their complaint to the **Fundraising Regulator** (if applicable), or
- In serious matters, contact the **Charity Commission** if they believe there is serious misconduct or mismanagement.

Complaints to external bodies should usually be made within **2 months** of Me2 Club’s final response.

Confidentiality

- All complaint information is held securely and in line with UK GDPR and our Data Protection Policy.
- Information is shared only with those directly involved in resolving the complaint.
- Complaint records will be retained for **24 months** from closure unless a longer retention period is justified by law or safeguarding concerns.
- Complainants may request earlier deletion of personal data unless there is a lawful basis to retain it.

Monitoring and Learning

- Complaints are regularly reviewed by the CEO and Board to identify trends, risks, and service improvements.
- Anonymised data on complaints may be included in reporting to funders or stakeholders.
- Feedback on how complaints were handled may be sought from the complainant.

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?)	