

COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE

1. OUR AIM

Active Nation is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we continue to improve our service is by listening and responding to the views of our supporters (our customers), and by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for a response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly, within our venues
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

2. Definitions

A compliment is a written expression of satisfaction about the standard of service we provide.



A complaint is defined as a written expression of dissatisfaction. All staff will have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the word “complain” or “complaint” is not used.

3. Purpose

We are always glad to hear from people who are satisfied with the services we offer. All compliments are recorded, acknowledged, and a copy is sent to the relevant campaigner (staff member) to provide feedback.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

Active Nation’s responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Active Nation’s attention promptly following the issue arising;
- raise concerns promptly and directly with a member of staff in an Active Nation Venue;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Active Nation a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Active Nation’s control.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Active Nation maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Will this be the case, the situation will be explained to the complainant.



7. Complaints Procedure:

Written records will be made by Active Nation at each stage of the procedure.

a. Stage 1

In the first instance, usually when a complaint is made within the venue, our Duty Managers will be notified and will establish the seriousness of the complaint. An informal, localised, approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, within the venue, then the formal complaints procedure will be followed.

b. Stage 2

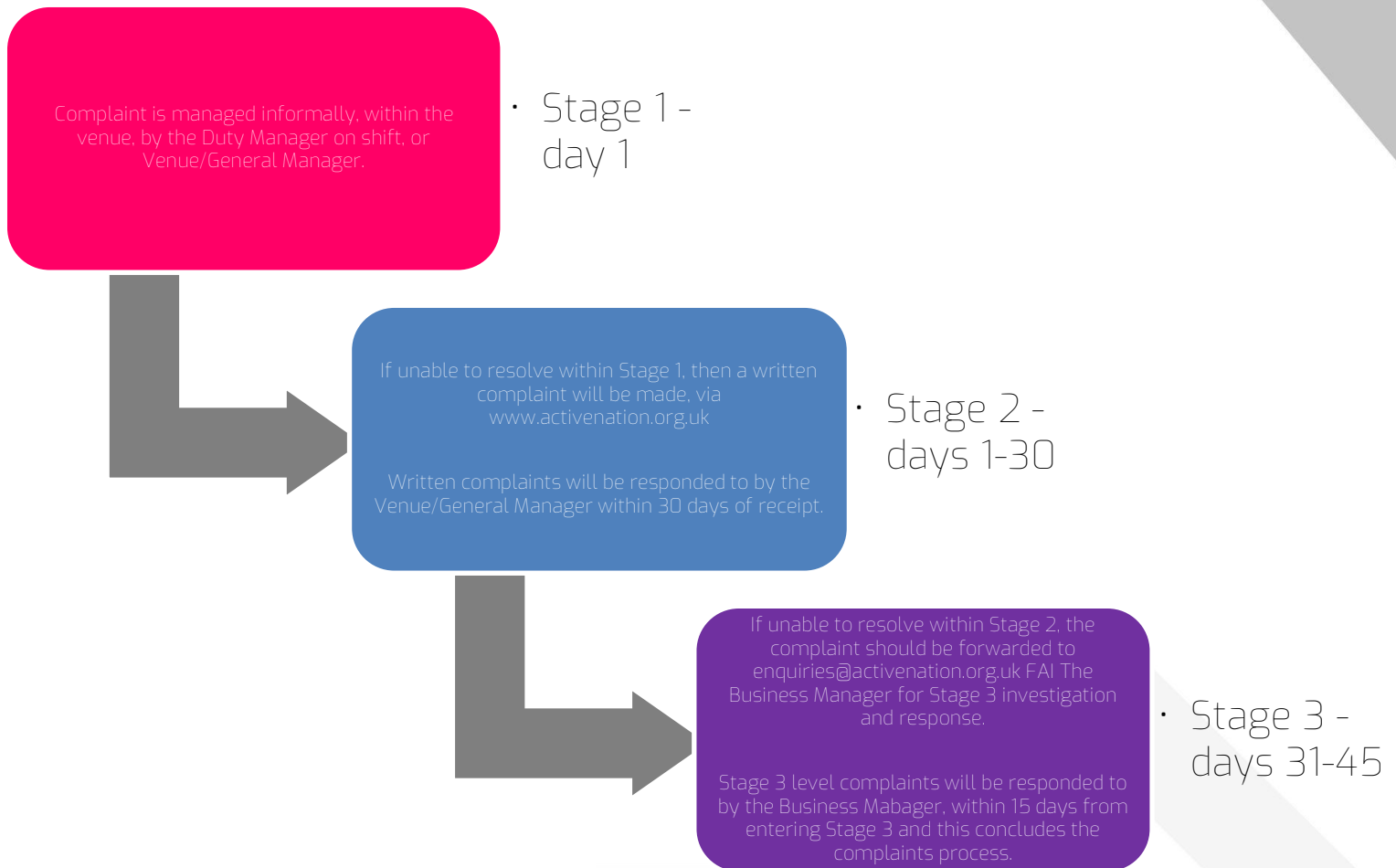
If the complaint cannot be resolved informally, the supporter (customer) must make a formal complaint in writing, via the correct process. If complaints are not made via the correct process, they will not be dealt with as per this Policy and Procedure.

- a) A formal complaint must be made in writing and made via www.activenation.org.uk/feedback
- b) In all cases, the complaint will be passed on to the Venue/General Manager. In the event of a complaint about the Venue/General Manager, the complaint will be passed to the Business Manager.
- c) The Venue/General Manager will investigate the complaint. Any conclusions reached where the complaint is about a member of staff, will be discussed with the staff member involved and their Line Manager.
- d) The person making the complaint will receive a response based on the investigation within 30 days of the complaint being received. If this is not possible then a written response will be sent explaining why.

c. Stage 3

- a) If the complainant is not satisfied with the above decision, sent to them in writing by the Venue/General Manager, then the response should be forwarded to enquiries@activenation.org.uk marked for the attention of the Business Manager. The complainant must make their complaint and reason for escalation in writing, via this email address.
- b) The Business Manager responsible for the region will examine the complaint and may wish to carry out further interviews, examine notes. They will respond within 15 days in writing. Their decision will be final, and no further escalation will occur or be responded to.

The below diagram visualises the complaints procedure:



Last updated December 2024.