

## Complaints Policy and Procedure.

### Complaints Policy:

Gympanzees views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our policy is:

- 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 Gympanzees knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

### Definition of a Complaint:

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Gympanzees' operations or works.

### Where Complaints Come From:

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in Gympanzees, including the general public if something is perceived to be improper.

A complaint can be received verbally, by phone, by email or in writing.

This policy does not cover complaints from staff, who should refer to Gympanzees' internal policy on such matters.

### Confidentiality:

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

### Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees of Gympanzees.

### Review

This policy is reviewed regularly and updated as required.

### **Contact Details for Complaints:**

Written complaints may be sent to Gympanzees, Origin Workspace, 40 Berkeley Square, Bristol, BS8 1HP or by email to [info@gympanzees.org](mailto:info@gympanzees.org)

Verbal complaints may be made by phone to 07821 363282 or in person to any of Gympanzees' staff or trustees at the same address as above or at any of our events.

### **Receiving Complaints:**

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media.

Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Gympanzees e.g. donor, volunteer, sponsor
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words

### **Resolving Complaints.**

Stage One:

1. In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.
2. Whether or not the complaint has been resolved, the complaint information should be passed to the Gympanzees CEO within five business days.
3. On receiving the complaint, the CEO records it in the complaints file.
4. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.
5. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
6. Complaints should be acknowledged by the person handling the complaint within five working days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply.
7. A copy of this complaints' procedure should be attached.

8. Ideally, complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
9. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### **Stage Two:**

1. If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level.
2. At this stage, the complaint will be passed to the Board of Trustees.
3. The request for Board level review should be acknowledged within five working days of receiving it.
4. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.
5. The Board of Trustees may investigate the facts of the case themselves or delegate a suitably senior person to do so who will feedback to the board. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.
6. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.
7. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.
8. Ideally, complainants should receive a definitive reply within a month.
9. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.
10. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.
11. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

### **External Stage:**

As Gympanzees is registered with the Charity Commission of England and Wales the complainant can complain to it. Information about this process can be found on their website at: <https://www.gov.uk/complain-about-charity>

### **Variation of the Complaints Procedure:**

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a Chair or trustee should not also have the Chair and/or trustee involved as a person leading a Stage Two review.

**Monitoring and Learning from Complaints:**

Complaints are reviewed bi-annually to identify any trends which may indicate a need to take further action.

## Gympanzees Complaints Flow Chart

This procedure will be followed in the event of a concern or complaint about Gympanzees, provided that the concern or complaint does not fall under other statutory procedures.

