

Complaints Handling Policy

1.0 Introduction and Purpose

Impact-Inspire is committed to providing high-quality services and maintaining the highest standards of professionalism and integrity. We recognise, however, there may be occasions when our service falls short of the expectations of our clients, partners, or stakeholders. We view complaints not as a negative, but as a valuable opportunity to listen, learn, and improve our services.

The purpose of this policy is to provide a clear, fair, and accessible framework for handling complaints. It ensures anyone who is dissatisfied with our services or actions knows how to make a complaint and is confident their concerns will be taken seriously, investigated impartially, and resolved in a timely and respectful manner. This process is fundamental to maintaining trust and accountability.

2.0 Scope

This policy applies to all complaints received from any individual or organisation that has engaged with Impact-Inspire's services. This includes, but is not limited to, clients, programme participants, corporate partners, and other stakeholders. It covers all aspects of our operations, from the delivery of workshops and therapy to the conduct of our personnel. This policy does not cover grievances raised by staff, which are addressed through our internal grievance procedures.

3.0 Guiding Principles

Our approach to handling complaints is guided by the following principles:

- **Accessibility:** Our complaints process will be easy to understand and use.
- **Fairness:** We will investigate all complaints impartially, giving everyone a chance to state their case.
- **Timeliness:** We will deal with complaints promptly, acknowledging them and providing clear timelines for our response.
- **Transparency:** We will be open about our process and provide clear explanations for our decisions.
- **Confidentiality:** We will handle all complaints with the utmost discretion, sharing information only with those who need to know in order to carry out the investigation.
- **Resolution-focused:** We aim to resolve complaints to the satisfaction of the complainant wherever possible.
- **Learning Culture:** We will use the insights gained from complaints to drive continuous improvement across the organisation.

4.0 Roles and Responsibilities

4.1 Senior Management

Senior management holds overall responsibility for ensuring this policy is implemented effectively and learnings from complaints are integrated into strategic planning. They may also be involved in the final stage of the complaints process.

4.2 Designated Complaints Lead

Impact-Inspire will appoint a designated Complaints Lead who is responsible for overseeing the administration of the complaints process, ensuring compliance with this policy, and acting as a point of contact for complex or escalated complaints.

4.3 All Personnel

All personnel are responsible for having a basic understanding of this policy and being able to direct a potential complainant to the correct procedure. If a complaint is made directly to a member of staff, they are responsible for passing it to the appropriate manager or the Complaints Lead without delay.

5.0 The Complaints Process

We aim to resolve issues informally and quickly wherever possible. However, if this is not possible or appropriate, our formal two-stage process should be followed.

5.1 How to Make a Complaint

A complaint can be made in the following ways:

- **Verbally:** Directly to a member of staff or by telephone. If the issue is not resolved immediately, the complainant will be encouraged to submit it in writing to ensure the details are captured accurately.
- **In Writing:** By email to a designated complaints email address or by post to our registered office address.

To help us investigate effectively, a complaint should ideally include:

- The complainant's name and contact details.
- A clear description of the complaint and what has gone wrong.
- When the issue occurred.
- What the complainant would like to happen as a result.

5.2 Stage 1: Initial Investigation

1. **Acknowledgement:** We will formally acknowledge receipt of a complaint in writing within **three working days**.

2. **Investigation:** The complaint will be assigned to an appropriate manager to investigate. The investigator will review the facts, speak to relevant parties, and consider all the information fairly.
3. **Response:** We will provide a full written response to the complaint within **15 working days** of the acknowledgement. This response will detail the findings of the investigation, the conclusions reached, and any action we will take as a result. If the investigation will take longer, we will inform the complainant, explain why, and provide a new deadline.

5.3 Stage 2: Senior Review

If the complainant is not satisfied with the outcome of Stage 1, they can request a review.

1. **Escalation Request:** A request for a review should be made in writing within **10 working days** of receiving the Stage 1 response, stating the reasons for the dissatisfaction.
2. **Review:** The complaint will be escalated to a member of the senior management team (or the Complaints Lead) who was not involved in the initial investigation. They will conduct a full review of how the complaint was handled and the conclusion reached.
3. **Final Response:** We will provide a final written response within **15 working days** of the escalation request. This will set out the final decision of Impact-Inspire and the reasons for it. This decision is the final stage of our internal complaints process.

6.0 Confidentiality

All information related to a complaint will be handled with strict confidentiality and in accordance with our Data Protection and Confidentiality policies. Information will only be shared with those directly involved in the investigation process. All records relating to complaints will be stored securely.

7.0 External Escalation

If a complainant remains dissatisfied after completing our internal process, they may have the right to refer their complaint to an external body, such as a professional membership organisation (if the complaint relates to a therapist) or another appropriate adjudicator. We will provide information on such options where applicable.

8.0 Complaints Submission Template

Subject: Formal Complaint

To: [Insert Appropriate Department/Contact Person's Email Address]

From: [Your Name]

Date: [Date of Submission]

Dear [Name of Contact Person or "Sir/Madam"],

Please accept this email as a formal complaint.

Your Full Name: [Enter Your Full Name]

Date of Incident/Issue: [Enter the date the issue occurred]

Description of Complaint:

Please provide a clear and detailed account of your complaint. Include relevant facts such as dates, times, locations, and the names of any staff members involved. Be as specific as possible.

[Begin writing your detailed description here.]

Desired Resolution:

Please outline what you would like to see happen as a result of this complaint. This helps us understand your expectations and work towards a satisfactory solution.

[Describe the outcome you are hoping for here.]

I have attached any supporting documents or evidence that may be relevant to my complaint.

I look forward to your acknowledgement of this complaint and a timely response in line with your complaints handling policy.

Thank you for your attention to this matter.

Yours faithfully,

[Your Name]

[Your Contact Number – Optional]

[Your Email Address]

9.0 Monitoring and Continuous Improvement

The Complaints Lead will maintain a central log of all formal complaints received. This log will be anonymised and reviewed regularly by senior management to identify trends, systemic issues, and areas for improvement. The findings will be used to inform staff training, policy reviews, and service development, ensuring that we learn from every piece of feedback we receive.

This policy will be reviewed at least annually to ensure it remains effective, fair, and fit for purpose.

Version Number	Author	Purpose / Change	Date
1.0	CEO Impact-Inspire Ltd	Policy Created	30 th November 2025