



Complaints Policy

Adopted July 2021

Revised Oct 2023

THE BIG RED KICK CIC (BRK) believes that all users are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve BRK and its services and will give prompt and serious attention to any concerns about the running of the BRK. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

This policy constitutes the BRK's formal Complaints Procedure. It will be displayed on the premises at all times. Under normal circumstances, the Directors will be responsible for managing complaints.

If a complaint is made against a Director, the other Directors will conduct the investigation on behalf of the Board of Directors. All complaints made to staff will be recorded.

Aim

We aim to bring all concerns about the running of the BRK to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. We will keep a summary log of all complaints that reach Stage two or beyond.

Making a complaint

Stage One

Any user who has a concern about an aspect of the BRK's provision, e.g. an activity, or about the conduct of an individual member of staff, they first of all talk about his/her worries and anxieties with the Directors. Please contact annie@thebigredkick.co.uk to arrange an appointment.

Most complaints should be resolved amicably and informally at this stage.

thebigredkick.co.uk

Clockhouse Community Centre, Defiance Walk, Woolwich Dockyard, SE18 5QL
Company number 13003534



Stage Two

1 If this does not have a satisfactory outcome, or if the problem recurs, the user moves to Stage Two of the procedure by putting the concerns or complaint in writing to the Directors and the Board of Directors at clare@thebigredkick.co.uk

Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

2 BRK will acknowledge receipt of the complaint as soon as possible - within three working days at least - and fully investigate the matter within 15 working days. If there is any delay, BRK will advise the users of this and offer an explanation.

3. The Board of Directors will be responsible for sending them a full and formal response to the complaint within 28 days.

4. For users who are not comfortable with making written complaints, details of the complaint will be recorded with the Directors and signed by the service user.

5. BRK stores written complaints from service users in files online and where appropriate at their offices at Clockhouse Community Centre.

However, if the complaint involves a detailed investigation, BRK may wish to store all information relating to the investigation in a separate file designated for this complaint.

6. When the investigation into the complaint is completed, the Directors meets with the user to discuss the outcome.

7. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.

Stage Three

1. If the user is not satisfied with the outcome of the investigation, he or she requests a meeting with the Directors and the Board of Directors. The user may have a friend or partner present if required.

2. A agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

3. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.

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Records

A record of complaints against the BRK and or the adults working in the BRK is kept, including the date, the circumstances of the complaint and how the complaint was managed and will be kept inline with our archiving procedure.

Signed: A Drewry

Name: Annie Drewry

Date: 22.07.21