

CEREBRAL PALSY SPORT COMPLAINTS & RESOLUTION POLICY

Purpose

Cerebral Palsy Sport believes that sound policies in the following areas will significantly benefit the overall efficiency of the organisation, and promote the best interests of its employees, members and voluntary officers

1. Scope

- a.** This policy and procedure defines the principles and methods to be followed for the resolution of complaints from customers and users of its services.

2. Notes

- a.** All complaints are considered as complaints against Cerebral Palsy Sport and not against individual members of staff and volunteers even if the complainant names individual people.
- b.** This Complaints Resolution Procedure is separate from the Code of Conduct and from the Grievance Procedure.

3. Aims

- a.** This Procedure aims to:
 - i.** provide an effective means for people who use Cerebral Palsy Sport 's services (or their representatives) to inform Cerebral Palsy Sport of any dissatisfaction they may have with the quality and/or nature of those services
 - ii.** confirm the individual person's right to complain

- and disagree
 - iii.** ensure that complaints are acted upon effectively and impartially
 - iv.** resolve complaints quickly and as close to the point of delivery as possible
 - v.** inform planning and resource allocation.
 - b.** The procedure should result in the satisfactory resolution of the complaint, and information on which service improvements can be based. It operates across all areas of Cerebral Palsy Sport's activities.
- 4.** Cerebral Palsy Sport set high standards across the full range of services it offers and aims to deliver these standards at all times. As part of this commitment to service Cerebral Palsy Sport welcomes comments (negative and positive) on its performance.
- 5.** If you have a complaint Cerebral Palsy Sport will need to know: -
- a.** your name and details of how to contact you
 - b.** details of your complaint
 - c.** what you want Cerebral Palsy Sport to do to put things right
- 6.** Cerebral Palsy Sport will:
- a.** treat your complaint fairly, courteously and in confidence
 - b.** acknowledge and investigate your complaint quickly
 - c.** give the name of the person dealing with the matter
 - d.** apologise if Cerebral Palsy Sport have made an error and will make every effort to put things right
 - e.** Cerebral Palsy Sport has developed a simple complaint procedure, which will ensure that your complaint is swiftly resolved.

7. How to report your complaint

a. Step 1 – Initial complaint – minor complaints should be dealt with immediately. If you are dissatisfied with any aspect of the service you receive, you should initially speak with the member of staff/volunteer/member concerned. Cerebral Palsy Sport hopes that most complaints can be settled quickly as possible by this process.

b. Step 2 – If you are not satisfied.

- i.** If you are not satisfied with the initial response you should write or email to: Cerebral Palsy Sport, Lytchett House, 13 Freeland Park, Wareham Road, Poole, Dorset BH16 6FA Email: info@cpsport.org
- ii.** You will receive a written acknowledgement (if possible within 3 working days).
- iii.** Your complaint will be investigated carefully and thoroughly.
- iv.** You will receive a full written response within 10 working days.

c. Step 3 - Formal complaint

- i.** If you believe your complaint requires further attention you should appeal to the Chair of the Board and Cerebral Palsy Sport's official complaint procedure will apply: The Chair, Cerebral Palsy Sport, Lytchett House, 13 Freeland Park, Wareham Road, Poole, Dorset BH16 6FA
- ii.** You will receive a written acknowledgement (if possible within 5 working days).
- iii.** The Complaints Panel will investigate your complaint carefully and thoroughly.
- iv.** After the hearing you will receive a full written response. The findings of the hearing and its recommendations shall be final.

8. Official Complaints

- a. Cerebral Palsy Sport will call a hearing within fourteen days at, which should be present:
- the complainant
 - any person nominated by the complainant who they feel will be of assistance to them. The name and relationship to the individual to be advised to the Chair prior to the hearing taking place.
 - the Vice Chair of Cerebral Palsy Sport or nominated Board member.
 - the individual against whom the complaint is made
 - any person nominated by the individual who they feel will be of assistance to them.
 - 2 Members of the Board
 - The Chief Executive Cerebral Palsy Sport
- i. The findings of the hearing and its recommendations shall be final.

Document Control:

Policy Details			
Policy	CPS007: Cerebral Palsy Sport Complaints and Resolution Policy		
Status	Approved	Version number	V5
Approved by	Board of Trustees	Date Approved	07.02.2019

Cerebral Palsy Sport, Lytchett House, 13 Freeland Park, Wareham Road, Poole, Dorset BH16 6FA

Registered Charity No. 1088600