



Complaints Procedure

This document sets out the **Complaints Procedure** in effect at Creating Space For You CIC. If you are a client, appointed coach or working for an organisation partnering with Creating Space For You CIC, and you have a concern or criticism about the services our organisation provides you can use the procedure set out below to formally communicate your complaint to us.

Our organisation is committed to delivering a high-quality service and encourages its clients to tell us where there is cause for concern and a case for improvement.

We aim to handle complaints in a way that:

- Is fair and efficient
- Treats complaints with seriousness, sympathy and confidentiality
- Facilitates early resolution
- Supports the continuous improvement of our organisation for the benefit of everyone who comes into contact with us

This procedure applies to all coaching, facilitation, training and community development work that is undertaken both online and face to face.

This procedure also applies in the case of 'Whistleblowing', which means the reporting of coaches or colleagues who are suspected of misconduct, illegal acts or failure to act appropriately within Creating Space For You CIC.

The Complaints Procedure

Stage 1

Complaints of a minor nature should be raised immediately with the appointed coach responsible, with the aim of resolving the problem directly and informally. Or if you feel it is more appropriate, you can speak to the Admin Co-ordinator. It is anticipated that the vast majority of complaints will be resolved in this way. We advise that a complaint be raised within 30 days of the issue taking place.

We believe the majority of complaints/issues/problems are capable of being resolved at Stage 1 within a target of 10 working days.

Stage 1 will generally be an oral process; any appointed coach involved will be encouraged to share the experience with senior management so the whole organisation can learn from the



experience. If you are still not satisfied with the response to your complaint, you should use Stage 2 of the procedure outlined below.

Stage 2

Creating Space For You CIC appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary.

Where it has not been possible to resolve matters to your satisfaction under Stage 1, you should write a letter to the Project Co-ordinator. This formal account should be made within 60 days of the initial issue taking place.

Your complaint must be specific and include as much detail as possible. You should include your name and address, any relevant documentation, and dates, locations and witnesses as appropriate. You should also detail any previous unsuccessful attempts at resolution. Finally, you should state what reasonable steps should be taken to resolve the complaint.

The Co-ordinator will then approach the relevant person on your behalf to try to facilitate the resolution of your complaint.

You should expect to receive an acknowledgement from the Co-ordinator of your written complaint within 10 working days. It is our aim that most complaints under Stage 2 should be resolved within 30 days. You will be informed if there is likely to be any delay in the process.

The Co-ordinator will notify you in writing of the result of your complaint and the reasons for the decision. If your complaint is about the Co-ordinator, you can contact the Director Charlie Mitchell who will designate another representative to try to resolve the issue.

Stage 3

If the complaint remains unresolved under Stage 2 to your satisfaction, you can write directly to the Director of Creating Space For You CIC Charlie Mitchell. Please provide full details of your concern in your letter which will be acknowledged prior to an investigation. Normally you will receive a full response within 10 working days.

What to Expect

Should a complaint be upheld, recommendations may be made to the Co-ordinator and/or relevant appointed coaches.



Recommendations may also be made in respect of quality assurance procedures or policies. These recommendations will be implemented outside of the usual quality assurance cycle to ensure quality of service delivery is maintained.

If a complaint is not upheld, the complainant will be informed in writing with reasons for its rejection.

People pursuing a complaint under this procedure, regardless of the outcome, will not be treated any less favourably by any appointed coaches, than if the complaint had not be made.

Contact information

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