# Document Information

|  |  |
| --- | --- |
| **Document title:**  | Complaints Policy  |
| **Document Author** | Nicola Turner |
| **Review date, if applicable:** | March 2024 |

# Version Control

|  |  |  |  |
| --- | --- | --- | --- |
| **Version No** | **Lead** | **Date of new document**  | **Reason for Change** |
| **V1.0** | Claire Terry | 6 December 2021  | N/A |
| **V2.0** | Nicola Turner | March 2024 | Branding updated and policy refreshed |

Table of Contents

[Document Information 1](#_Toc130823655)

[Version Control 1](#_Toc130823656)

[Policy Statement 2](#_Toc130823657)

[1. Accessing this policy 2](#_Toc130823658)

[2. What can I complain about? 2](#_Toc130823659)

[3. What we cannot help you with 2](#_Toc130823660)

[4. The Complaints Procedure 3](#_Toc130823661)

[5. Information to include with your complaint 3](#_Toc130823662)

[6. Contact Us 3](#_Toc130823663)

[7. When will you hear from us? 4](#_Toc130823664)

[8. What action will we take? 4](#_Toc130823665)

[9. Recording complaints 4](#_Toc130823666)

[10. Fair treatment 4](#_Toc130823667)

[11. Data Protection 5](#_Toc130823668)

[12. Approval, Monitoring and Review 5](#_Toc130823669)

# Policy Statement

United By 2022 Legacy Charity (“UB22”) is the legacy charity for the Birmingham 2022 Commonwealth Games, it is run by a Board of Trustees. UB22 is committed to acting fairly and to providing the best service possible to all stakeholders, whilst also recognising that this may not always be the case and you may wish to make a complaint.

We appreciate that when things have not gone as well as they could, it is important to know that you will be heard and have an understanding of what will happen next.

# Accessing this policy

UB22 is committed to equal opportunities and our aim is to make our complaints policy easy to use and accessible to all our stakeholders.

UB22 will provide information about the complaints procedure for anyone that wishes to make a complaint, and we will provide any reasonable assistance that you may require e.g. language line translation. We will also take reasonable steps to accommodate requests to enable you to read this policy or to receive responses to complaints in other formats or languages.

If you have any particular communication needs or require information in other languages or in an alternative format, please contact us using the contact details in the ‘Contact Us” section. Please note that ‘UB22’ or ‘we’ refers to all members of the UB22 Senior Management Team and Board of Trustees.

# What can I complain about?

This policy applies to third party organisations and individuals who are not employed by or volunteering with UB22. Staff should refer to the relevant staff processes.

You can complain if you think that:

* An administrative error has occurred or taken place (for example, if we have delayed, made mistakes in, or failed to follow the procedures in our application processes).
* We have failed to give you access to information that we are required to under law or under our processes.
* We have discriminated against you or not treated you fairly.

If your complaint relates to a funding application, please note that Trustee Board decisions are final. We can only look at your application again if:

* We discover (through dealing with your complaint), that we did not follow the published procedures for assessing your application.
* You can show that we have misunderstood a significant part of your application.
* You can show that we did not take into account information that was central to, or highly relevant to your application.

# What we cannot help you with

You cannot use this complaints procedure to appeal against our grant award decision if we have followed our decision-making process correctly. The Trustee Board decision is final.

You cannot complain about our published policies. If you have any comments about our policies, please get in touch using the contact details in the “Contact Us” section of this document.

Please do not use this complaints procedure if you suspect fraudulent activity. You should report this to the Charity Commission or to the police.

# The Complaints Procedure

**Stage One:** If you wish to make a complaint, please contact the person you first dealt with. They will try to put things right. We hope that we can settle most complaints as quickly as possible at this stage.

**Stage Two:** If you are not satisfied with the response that you receive, you can this take this further by writing to/emailing the designated member of UB22’s Senior Management Team (see below for details). Please provide:

* A copy of your original complaint, together with any supporting information.
* A copy of any response that you may have received.
* Details of why you feel the issue remains unresolved.
* How you would like us to resolve the issue.

You must do this within four weeks of receiving our Stage One feedback.

**Stage Three:**

Although we are confident that most complaints can be resolved during Stages One and Two, if you remain unsatisfied, we will refer your complaint to the Chair of the UB22 Trustee Board.

You must ask us to do this within two weeks of receiving our Stage Two feedback.

If you remain unsatisfied after the Trustee Board’s response – you may refer your complaint to the Charity Commission. You can find further information here: <https://www.gov.uk/complain-about-charity>

# Information to include with your complaint

Please submit your complaint to us in writing, by letter or email (contact details can be found in paragraph 6 of this document). Please try and ensure that you include:

* Your name (including preferred pronouns) and preferred contact details.
* Details of the issue(s) that you would like us to look into. Please set these out in a logical order and include as many details as possible including dates.
* Details of your relationship with UB22.
* Copies of any supporting evidence or correspondence.
* Any other information that may help us to resolve your concerns.
* Details of what you would like us to do to put things right.

If you would prefer to make your complaint orally, please arrange a time to do so over the telephone. We will then write up your statement, providing you with a copy and filing on our records written evidence of your complaint.

# Contact Us

Nicola Turner is the Executive Director of UB22. All complaints and requests for review under Stage 2 of this procedure should be sent to them.

Email: Nicola.turner@unitedby2022.com

Address: Two Snow Hill, Snow Hill Queensway, Birmingham B4 6WR.

# When will you hear from us?

Within three working days of receiving your complaint, we will write to you or phone you to say we have received it.

You will then receive a reply to your complaint within ten working days. If we cannot reply fully in this time, we will tell you why and when you are likely to receive a reply.

# What action will we take?

When we get things wrong we will act to:

* Accept responsibility.
* Explain what went wrong and why.
* Make any necessary changes to improve our way of working.

The action we take to put matters right in response to a complaint, can include any combination of the following:

* A sincere and meaningful apology, explaining what happened and/or what went wrong - an apology is not an acceptance of liability under Section 2 of the Compensation Act 2006.
* Remedial action.
* Putting things right (for example change of procedures to prevent future difficulties of a similar kind, either for the complainant or others).
* Training or supervising staff.

# Recording complaints

We will log all complaints that we receive so that we can monitor the types of problems that arise, the best way to sort them out and how long we are taking to deal with them. If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint.

# Fair treatment

UB22 is committed to ensuring that complaints are investigated fairly and in a timely manner, whilst being sensitive to the needs of all concerned.

Making a complaint will not affect your chances of receiving a grant from us in the future.

We will not treat you less favorably on the basis of:

* Age
* Disability
* Gender Reassignment
* Marriage or civil partnership
* Pregnancy and maternity
* Race
* Religion and belief
* Gender/Sex
* Sexual orientation.

# Data Protection

UB22 will process the information you provide in relation to complaints in accordance with data protection principles as set out under The General Data Protection Regulation (EU) 2016/679 (GDPR). This data shall be used internally only to ensure that Trustees, Directors, and the Senior Management Team act in the best interests of UB22. The information shall not be used for any other purpose.

# Approval, Monitoring and Review

This policy was drafted in consultation with the Senior Management and submitted for approval by the Trustee Board in December 2021. It shall be reviewed annually or if an issue arises that requires UB22 to amend it (for example, changes in legislation). UB22 will make all staff and volunteers aware of this policy.