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**Complaints Policy**

**& Procedure**

**Updated February 2023**

**CONTENTS**

|  |  |
| --- | --- |
|  | **PAGE** |
| **1. Policy** | 3 |
| **2. Complaints Procedure** | 3 |
| 2.1 How to make a complaint | 3 |
| 2.2 Making a written complaint | 3 |
| 2.3 Handling complaints received on Social Media | 4 |
| 2.3.1 Trolling | 4 |
| 2.4 Investigating the complaint | 4 |
| 2.5 Further information | 4 |
| 2.6 Complaint Log | 4 |
|  |  |

**1. Policy**

All-Aboard Watersports (AAW) aims to ensure the highest possible standards of quality and services to partners, funders, users and all those whom AAW have dealings in line with its purpose and core values.

If we fail to ensure that complaints are dealt with efficiently and individuals or groups can complain if they think that:

* we have not treated them politely;
* we have discriminated against them or have not treated them fairly;
* we have failed to follow our own policies and procedures;
* we have given them incorrect information or advice.

If a complaint is made about AAW standards of service, our policy is to ensure that the complaint is satisfactorily dealt with and, where necessary, to take corrective action. We will respond to the complaint in writing within ten working days. Complainants not satisfied with our response can register their dissatisfaction with the Chair of AAW. This must be done with four weeks of the date of our response.

**2. Complaints Procedure**

**2.1. How to make a complaint – Stage 1**

If you are not happy with the service you have received from AAW, contact the person you dealt with and ask them to put it right. If this is not possible or you remain dissatisfied, you can make a formal complaint.

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

**2.2 Making a written complaint – Stage 2**

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Centre Manager. (If your complaint is about the Centre Manager, please write to the Chair.)

All written complaints will be logged. You will receive a written acknowledgement within five working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied, please write to the Chair (Stage 3), who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

It is vital that you explain in as much detail as possible the nature of the complaint along with **the corrective actions you would like to see**. This will help us to respond to your complaint quickly and effectively. We need to understand why you are dissatisfied and how you would like to see the problem resolved. Include background and factual information to support your complaint. Please tell us:

* What happened and when it happened
* Where it happened
* Who dealt with you
* What you would like to see happen next

Where possible, include dates, times and locations of incidents/ meetings, names of staff involved.

Please do also let us know if you are happy with the service you have received at All-Aboard.

**2.3. Handling complaints received on Social Media**

AAW maintains a Register of Social Media pages and accounts used by AAW. Each social media page / account is regularly monitored and for any complaints received this way, the complainant is contacted and encouraged to write to the Centre Manager.

**2.3.1. Trolling**

There might be a situation when someone is deliberately being difficult for no real reason other than to get a reaction or make AAW look bad. Following investigation, such comments will be removed from the social media pages.

**2.4. Investigating the complaint**

We will acknowledge receipt of your completed complaint form - **please indicate in your written complaint how you wish to receive this acknowledgement**. Our investigation will begin from the day we receive your form.

* We are committed to providing you with a written response within ten working days.
* We will investigate your complaint by speaking to staff involved, reviewing relevant paperwork and, where necessary, contacting you to clarify details or request further information. If we are not able to finish investigating your complaint within the promised time limits we will contact you to let you know what is happening.
* When we have completed our investigation, we will send you a written response that sets out how we investigated your complaint, our conclusions and any action(s) taken / to be taken.
* If you are not satisfied with our response to your complaint from Stage 1, you can escalate it to next stage. To escalate the complaint to next stage (Stage 2 & Stage 3), the complainant should write to the Centre Manager (Stage 2) or the Chair (Stage 3) and explain why you found our attempts to resolve the complaint after each stage unsatisfactory. This should be done within 7 days from the date of our response.
* If you are writing to the Centre Manager or Chair, please use the following address and mark the envelope as ‘Private & Confidential’:

***Centre Manager / Chair of All-Aboard Watersports***

***All-Aboard Watersports***

***Baltic Wharf***

***Cumberland Road***

***Bristol***

***BS1 6XG***

**2.5. Further information**

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.

All complaints, our responses and complaint records are signed off by the COO and will be kept on file indefinitely.

**2.6. Complaint Log**

All complaints will be logged on the online form. The COO has the responsibility to ensure that all complaints are handled according to our policy. Summary of all complaints will be discussed in monthly Trustee Meetings.

All complaints must be logged in the Complaint Log. The Complaint Log must, at least, include the following information:

* Date of complaint
* Complainants name, address, postcode, email address, telephone number
* Date and time of event/incident associated with the complaint