

Complaints Policy

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The Umbrella Hub Community CIC

Complaints Policy


1.	Introduction
	<p>The Umbrella Hub Community CIC views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.</p> <p>Our policy is:</p> <ul style="list-style-type: none"><input type="checkbox"/> To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint<input type="checkbox"/> To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint<input type="checkbox"/> To make sure everyone at The Umbrella Hub Community CIC knows what to do if a complaint is received<input type="checkbox"/> To make sure all complaints are investigated fairly and in a timely way<input type="checkbox"/> To make sure that complaints are, wherever possible, resolved and that relationships are repaired<input type="checkbox"/> To gather information which helps us to improve what we do
2.	Definition of a Complaint
	<p>A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Umbrella Hub Community CIC</p>
3.	Where Complaints Come From
	<p>Complaints may come from any individual, volunteer or organisation who has a legitimate interest in The Umbrella Hub Community CIC, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in</p>

	writing. This policy does not cover complaints from staff, who should refer to The Umbrella Hub Community CIC's internal policy on such matters.
4.	Confidentiality
	All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.
5.	Responsibility
	Overall responsibility for this policy and its implementation lies with the Directors of The Umbrella Hub Community CIC.
6.	Review
	This policy is reviewed regularly and updated as required.
Complaints Procedure of THE UMBRELLA HUB COMMUNITY CIC	
7.	Publicised Contact Details for Complaints:
	Written complaints may be sent to The Umbrella Hub Community CIC Unit 10a Hillview Business Park, Ipswich Road, Claydon, Suffolk, United Kingdom, IP6 0AG. Verbal complaints may be made by phone to 07502 355569 or in person to any of The Umbrella Hub Community CIC's staff at any of our events.
8.	Receiving Complaints


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	<p>Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media.</p> <p>Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Write down the facts of the complaint <input type="checkbox"/> Take the complainant's name, address and telephone number <input type="checkbox"/> Note down the relationship of the complainant to The Umbrella Hub Community CIC, e.g. donor, volunteer, sponsor <input type="checkbox"/> Tell the complainant that we have a complaints procedure <input type="checkbox"/> Tell the complainant what will happen next and how long it will take <input type="checkbox"/> Where appropriate, ask the complainant to send a written account by post or by email so that the <input type="checkbox"/> complaint is recorded in the complainant's own words
9.	Resolving Complaints
	<p>Stage One</p> <p>In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to The Umbrella Hub Community CIC directors within five business days.</p> <p>On receiving the complaint, the director records it in the complaints Logbook. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.</p>

	<p>If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.</p> <p>Complaints should be acknowledged by the person handling the complaint within five working days.</p> <p>The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaint procedure should be attached. Ideally complainants should receive a definitive reply within a month. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.</p> <p>Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.</p> <p>Stage Two</p> <p>External Stage</p> <p>As The Umbrella Hub Community CIC is a Community Interest Company, the complainant can complain to the CIC regulator at any stage.</p>
10.	Variation of the Complaints Procedure
	The Advisory Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest.

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11.	Monitoring and Learning from Complaints
	Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

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