



GUARDIAN BALLERS: COMPLAINTS POLICY

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Guardian Ballers CIC,
47A Parkside, Coventry,
CV1 2HG



guardianballers.org



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Non-profit, Community-
Interest-Company (CIC),
Registered: 14041987



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Complaints policy

The Guardian Ballers programme facilitates opportunities through the medium of Basketball and Educational (Mental and Emotional Well-being) sessions for people to consider how they can BALL, BE and make their community BETTER.

Complaints procedure

Scope:

To define the methods and responsibilities for handling and processing client complaints

Definitions:

A 'client' is any user of a Guardian Ballers CIC service or product or any service or product of any Guardian Ballers CIC projects whether the service is a commercial one or is provided in fulfilment of funded arrangement.

A 'complaint' is any significant communication to Guardian Ballers CIC, or passed on to Guardian Ballers CIC, from a client or funder which is critical of the service or product provided by Guardian Ballers CIC. Significant in this instance means that it is such that the complainant might reasonably expect a full reply. This therefore excludes passing comments.

General principles:

It is in the interest of the Company to receive feedback from the client on perception of quality of services. Feedback, whether positive or negative, is welcome.

Complaints should be dealt with in a reasonable amount of time.

The Company as a whole is responsible for shortfalls in the quality of its services or products and all members of staff should share such responsibility when dealing with clients or organisations. They should avoid transferring blame to other individual members of staff or to the 'the Company' as a separate or abstract entity.



Responsibilities:

The Management Team is responsible for the maintenance and implementation of this procedure.

Any staff member who receives a complaint is responsible for actions in accordance with this procedure.

Receiving a complaint or feedback:

Communication from a client regarding a complaint, concern or recommendation for improvement can be received verbally, by telephone, in person or in writing by email or letter.

In the case of written communication, it shall be passed to the manager responsible for that area of work.

In the case of doubt it shall be directed to the Management Team to allocate responsibility for action.

Where the complaint is by telephone:

It should be directed to persons indicated above if it is confirmed they are able to speak to the complainant. In other cases the recipient of the complaint should obtain details of the complaint or feedback as below.

The recipient of a complaint should recognise the potential emotional state of the complainant. To the complainant the recipient represents the Company whether or not that person is responsible or in a position to resolve the problem.

The objective of initial contact is to establish the facts of the concern and attempt to give the complainant confidence in the Company's ability to address the concern in a timely manner.

The following information shall be obtained and recorded on a complaints form (see appendix):

- Client name, address and telephone number
- Date and time of receipt
- Name of recipient
- Description of service or product involved
- The reason for complaint
- The client's view as to the cause of the problem



The reason for complaint shall be in a form that is actionable and not in general terms. It may be necessary to probe for this information recognising that the complainant may be emotionally disturbed.

The recipient may express sympathy with the clients need to complain but shall not comment on the validity or otherwise of the purported reason unless they have the facts to resolve the complaint immediately.

Complaints received in written form:

In the case of written communication, it shall be passed to the manager responsible for that area of work. After initial investigation the manager will respond in writing to the complaint within 5 working days. Should this not resolve the matter to the complainants' satisfaction they will be invited to complete a Complaints Form. Complaint should be in a form that is actionable and not in general terms. Once this has been received the Management Team will undertake further investigation to determine whether:

- Action should be taken to remedy the client's complaint by repetition of service/product or provision of alternative service
- Some other action is appropriate.

In all cases details of the action taken shall be communicated to the complainant within a reasonable period of time.

Quality Assurance:

The Management Team shall review client complaints periodically and identify trends or potentially damaging problems.

Further Action:

In the event that the above actions do not resolve the matter to the complainants' satisfaction they may ask that their complaint be dealt with by the Guardian Ballers CIC Board of Directors.

Guardian Ballers CIC will not accept any liability for any costs incurred by individuals or organisations in the preparation of a complaint.





Complaints Form

Clients name(s)

Clients' Address

Clients phone number

Email Address

Date and time received complaint


Guardian Ballers Service involved







The reason for complaint



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The client's view as to the cause of the problem



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