



## Guardian Ballers CIC Complaints Policy

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Reviewed by/date: TH (director), HJ (Operations Manager), August 2025  
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 Guardian Ballers CIC,  
47A Parkside, Coventry,  
CV1 2HG

 [guardianballers.org](https://guardianballers.org)  
 [hello@guardianballers.org](mailto:hello@guardianballers.org)

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



## 1. Company Summary

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

## 2. General Principles related to Complaints

### 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 commercial or is delivered as a funded arrangement.

“The company” when mentioned below, refers to Guardian Ballers CIC.

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” refers to an instance where the complainant might reasonably expect a full reply. This therefore excludes passing comments.

### General principles

It is in the interest of Guardian Ballers to receive feedback from the client in relation to the quality of services. All feedback is welcome, whether it represents compliments or critiques/suggested improvements.

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 share such responsibility when dealing with clients or organisations. They should avoid transferring blame to other individual members of staff or to 'the Company' as a separate or abstract entity.

### Responsibilities

Senior management is responsible for the review and implementation of this policy.

Any staff member who receives a complaint is expected to act in accordance with the procedure outlined below.

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### 3. Complaints Procedure

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

The recipient of a complaint should recognise that they are representatives of Guardian Ballers and it will be important to acknowledge the impact on the complainant whilst providing reassurance that their complaint will be fully investigated.

Written complaints will be passed on to the manager responsible for that area of work but if in doubt, the complaint will be forwarded to senior management to allocate responsibility for action.

#### 3.1 Actions in response to a telephone complaint

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

If a senior staff member is available, they will speak directly to the complainant. If this is not possible, the recipient of the complaint should gather specific details. The following information should be gathered and recorded on a complaints form (see appendix):

- Client name, address and telephone number
- Date and time of conversation/correspondence (if written)
- Name of recipient from Guardian Ballers (or partner, if a third party)
- Description of service or product involved
- Reason for the complaint
- The client's opinion of the cause of the problem


It is important to gain a clear reason for the complaint to enable the senior team to identify/propose an appropriate action. It may be necessary to probe for this information recognising that the complainant may be emotionally impacted by their experience.



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

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### 3.2 Actions in response to a written complaint

- Written complaints will be passed to the manager responsible for that area of work.
- Following investigation the manager will respond to the complaint in writing within 5 working days.
- Should this not resolve the matter to the complainants' satisfaction, they will be invited to complete a complaints form. It's important that the complaint is in a form that is actionable and not in general terms, and some complainants may need support with populating the form.

Once the complaints form has been received, senior management will undertake further investigation to determine:

- whether action is required to remedy the client's complaint by repetition of an offer, or provision of alternative service;
- whether another action is required (eg potentially escalation to director level).

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

## 4.0 Additional Information

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### 4.1 Quality Assurance

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

### 4.2 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.

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## APPENDIX

### Guardian Ballers Complaints Form

Clients name(s):

Clients' Address:

Clients phone number

Email Address

Date and time complaint received:

Letter: ☐ Telephone: ☐ Email: ☐ Via third party: ☐

Name of Guardian Ballers staff member who received complaint:

Guardian Ballers Service Involved:

Reason for Complaint: *(please give as much specific detail as you can)*

Complainants' view of the cause of the complaint: *(please give as much specific detail as you can)*



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