

Policy Ref:
GOV20



Complaints Policy

Date Approved	April 2024
Approved By	Board
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SASP are committed to our Diversity and Inclusion Action Plan (DIAP) which sets out our ambitions for advancing and celebrating diversity and inclusion at every level of our organisation.

This stamp indicates areas in our policies / procedures that focus on Equality, Diversity & Inclusion.

Policy Update Record (Version Control)		
Date	Author	Change(s)
02/04/2024	Rachel Martin	Policy approved in April 2022 reformatted & sent to JK.
09/04/2024	FGAR	Polic approved.

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INTRODUCTION

SASP is committed to providing a high-quality service, but in any organisation, there may be occasions when things do not happen as intended and you may not be happy with the service you receive. When this happens, we want to put matters right quickly so that we can learn from our mistakes and improve the way we do things in the future.

This procedure will help if you believe that SASP has:

- failed to do something that was agreed
- not done something we should have
- acted unfairly or discourteously
- treated you or others in an unprofessional manner
- failed to follow an agreed course of action
- not responded in an appropriate timeframe

Making a Complaint

Stage 1

First, it is always best to try and resolve the matter with SASP at the time or soon after as there may have been a misunderstanding, or the issue can be easily resolved there and then. You should initially speak to the person concerned (or their line manager or email enquiries@sasp.co.uk) advising them:

- what the problem is
- how it came about
- how the issue has affected you
- what you would like actioned



Stage 1 can be conducted face-to-face, over the phone, email, or via the Stage 1 Complaints Form which can be accessed on the website as a Word document or an online form. An attempt to resolve the complaint at Stage 1 will be initiated within 10 working days of the complaint being received.

Stage 2: Formal Investigation

If you have been unable to resolve your complaint informally at the point of service, please send us your complaint using the Stage 2 Complaints Form (this can be requested from via enquiries@sasp.co.uk), explaining what we have done wrong and what you think we could do to put it right.

On receipt of a formal complaint, we will respond to you within 10 working days. If this isn't possible due to the complex nature of the complaint, we will tell you who is looking after your complaint, what action we are taking and when a reply can be expected.

We are committed to putting things right and the Chief Executive Officer has overall responsibility for the SASP Complaints Procedure.

Please send all Stage 2 correspondence to: Jane Knowles, Chief Executive Officer, Somerset Activity & Sports Partnership, Castle Road, Chelston Business Park, Wellington, Somerset, TA21 9JQ / jknowles@sasp.co.uk / 01823 653990.

Stage 3: Charity Commission

If you still feel that the issue has not been resolved, then please refer your complaint to the Charity Commission.

The information you provide will be securely held and used for the sole purpose of dealing with your complaint. Where relevant, to fully investigate, we may share your information with any involved third party. Your personal data will be retained for the length of time it takes to resolve your complaint. Your personal data will be securely deleted within six months of your complaint being closed. For further information on how SASP uses your information please refer to our Privacy Policy on our website (www.sasp.co.uk).

Appendix A – Stage 1 Complaints Form



Stage 1 Complaints Form

Please review the Complaints Procedure and then fill in the form below. Please send it directly to the relevant staff member or Line Manager (if not known please send to enquiries@sasp.co.uk).

Title:			
First name(s):			
Surname:			
Email address:			
Telephone:		This number is:	Personal/work
Preferred contact method:	Mail/phone/email	If phone, the best time to call is:	

Please give details of your complaint:

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Signature:	
Print Name & Position:	
Date Signed:	

Please post or email the form to the relevant staff member or Line Manager (if not known please send to enquiries@sasp.co.uk) or post to:

STRICTLY PRIVATE & CONFIDENTIAL

Business Support Manager
Somerset Activity & Sports Partnership, Castle Road, Chelston Business Park,
Wellington, Somerset, TA21 9JQ

Appendix B – Stage 2 Complaints Form



Stage 1 Complaints Form

Please review the Complaints Procedure and then fill in this below and send it directly to the SASP Chief Executive Officer (details below).

Title:			
First name(s):			
Surname:			
Address:			
Email address:			
Telephone:		This number is:	Personal/work
Preferred contact method:	Mail/phone/email	If phone, the best time to call is:	

Your role/ involvement (as relevant to the complaint):	
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Name of the service or officer your complaint is about:	
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Please give details of your complaint:

What do you feel we did wrong, failed to do, or do you feel we acted unfairly?

What do you feel SASP could do to put things right?

Is there anything further you wish to add?

Is this the first time that you have raised this issue with SASP?

YES/NO (if no, please specify when the previous complaint was made)

Signature:	
Print Name & Position:	
Date Signed:	

Please post or email the form to:

STRICTLY PRIVATE & CONFIDENTIAL

Jane Knowles – Chief Executive Officer

Somerset Activity & Sports Partnership, Castle Road, Chelston Business Park,
Wellington, Somerset, TA21 9JQ / jknowles@sasp.co.uk

Appendix C – Complaints Procedure Flowchart

