

## **Complaints policy**

### **Clients, partners or stakeholders**

#### **How to comment, compliment or complain about Motiv8 South or Bicycle Recycling**

MOTIV8 wants to provide everyone with the opportunity to give feedback on the work that we do whether that be on our delivery, staffing or other aspect of our work. We value your feedback and are committed to using your complaints to improve and develop the way we do things.

### **Complaints**

MOTIV8 feel that it is vital that clients and stakeholders are treated with respect and that they receive the best service possible.

#### **What can I complain about?**

- If you are unhappy with the standard of service provided by MOTIV8
- If you feel that MOTIV8 has failed to do something that it should have done
- If you feel that MOTIV8's staff, trustees, volunteers or students have been unhelpful or have treated someone unfairly
- If you believe that MOTIV8 has not followed any of its policies, procedures or rules correctly
- If you believe that MOTIV8 has not met any defined regulations or standards
- If you believe that illegal activity is taking place or that people/property are at risk of harm, this is an emergency situation. As such you would need to contact the emergency service by phoning 999 and then contacting MOTIV8.

Please do not use the complaint system to make a general enquiry, request a service, report a fault or ask for an explanation of a situation. Instead either call the appropriate office telephone number or e mail [info@motiv8south.org.uk](mailto:info@motiv8south.org.uk). MOTIV8 will aim to investigate all complaints in a timely manner and to meet with all set timescales (such as with Subject Access Requests).

#### **How do I make a complaint?**

For non-emergency complaints, please complete the Complaints form (see Appendix). If you would prefer or are not able to complete this, please send us full information about the complaint to [info@motiv8south.org.uk](mailto:info@motiv8south.org.uk) For all complaints, please can you:

- Include the date of the situation that the complaint is about
- The reason for the complaint
- What you would like MOTIV8 to do about your complaint, if anything
- Any other information that may help us to investigate the complaint i.e. details of any other people involved/witnesses etc.

We may ask you for further information, as and when needed. We will take every reasonable step to keep your identity confidential. However, in order to investigate and respond to your complaint, staff or trustees (or other organisations if involved in the complaint) may need to know the full information. The Chief Executive will have final decision on who receives information. If during any complaint, a member of MOTIV8's staff, trustees, volunteers or

students treats this information inappropriately, this would be dealt with under the Disciplinary policy.

### What is the process/timeline for a complaint?

- Complete the Complaints form (or provide other details as above). Please note that if a young person wishes to make a complaint about the service they receive, they can either complete the Comments, Compliments and Complaints form (available on the MOTIV8 website) or request a copy of this form from another member of staff. All Complaint forms should be e mailed to [info@motiv8south.org.uk](mailto:info@motiv8south.org.uk).
- Once your Comments, Compliments and Complaints form has been received, you will receive written confirmation through e mail that this has been received within 3 days from the date it was received. All complaints will be passed to the Service Manager in the first instance, for review.
- Review Stage 1: The Service Manager will review the complaint and commence an investigation. As part of this, it may be necessary to talk to staff, suppliers or members of the public who may have further information. A minuted meeting will take place with any staff, volunteers, trustees or others that were involved in the situation or event regarding the complaint. If external suppliers are involved, they also may be asked to attend a minuted meeting or provide evidence.
- All complaints will receive written confirmation about the outcome of the complaint and any actions that are due to take place within 1 month from the initial complaint. If there are any difficulties in completing the complaint in this timescale, you will receive written confirmation and a projected timescale.
- If you are unhappy with the response you received from Stage 1 of your complaint, you can request your complaint to be escalated to Stage 2. If so, you will need to contact the Chief Executive on [info@motiv8south.org.uk](mailto:info@motiv8south.org.uk) within 1 month of your Stage 1 outcome confirmation letter/e mail. You will receive written confirmation of this request within 3 days of the date it was received. A member of Senior Management/CEO will be assigned to review the Stage 1 complaint and to undertake any further investigation.
- All complaints at Stage 2 will receive written confirmation about the outcome of the complaint and any actions that are due to take place within 1 month from the Stage 2 confirmation letter, sent by you.
- Stage 3: Appeal. If you are still not happy with the outcome of your complaint, you can request that the complaint decision be appealed. To do this, you will need to contact MOTIV8 on [info@motiv8south.org.uk](mailto:info@motiv8south.org.uk) within 1 month of your Stage 2 outcome confirmation letter/e mail. You will need to outline the reasons why you are dissatisfied. An appeals panel, consisting of at least 3 members who have had no previous involvement in the case will review your appeal. Your request for appeal will be acknowledged within 3 days of its receipt and you will receive written confirmation of the outcome of the appeal within 1 month of your request.
- If you are dissatisfied with MOTIV8's complaint process, you can contact the Charity Commission, who will be able to advise on whether they are able to assist you.

### Staff

MOTIV8 encourages an open working environment and seeks to learn as an organisation. As such, MOTIV8 wishes to allow staff to openly be able to comment on the organisation (or regarding those that work within it) in both a positive and negative way.

There are a range of channels for information to be shared regarding comments and compliments i.e. supervisions All Staff meetings etc. In the case of complaints raised by staff

members either about another staff member, the organisation or another work related matter, these should be dealt with under the following procedures:

- Whistleblowing policy
- Harassment and work policy
- Grievance policy
- Disciplinary policy.

If you are a student or you are making a complaint about a student, this should be undertaken under the student complaints policy.

If a member of staff feels their complaints cannot be dealt with under any of these policies, then they should have a conversation with the Resources Manager or the Chief Executive.

The process for complaints is set out in the flowchart below.

