



Concerns and Complaints Policy

Relevant to:	All Staff
Policy Owner:	CEO/Head of Resources
Review Frequency:	
Last Review Date:	09/01/2025
Next Review Date:	09/01/2026
Review Changes:	
Links to other Policies:	Data protection/Disciplinary/Whistleblowing/Harrassment/Grievance
Linked Documents:	Subject Access Request

Complaints policy

Service Users, partners or stakeholders

How to raise a concern or complaint about Motiv8 South

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 concerns and complaints to improve and develop the way we do things.

Concerns

Motiv8 aim to give the opportunity for individuals to raise a concern that are not considered a complaint and can be dealt with at a local level. To raise a concern, please complete the concern form (which is available on the Motiv8 website), or contact your local delivery team/Service Manager using the office contact information (also available on the website). You will be asked for your details and asked to outline:

- The date the concern was raised
- The reason for the concern raised
- Who did the concern involve
- Any details or information that would support this

Concerns will be dealt with at a local level with the Service Managers and the outcome fed back to you. If you are not happy with the outcome of your concern, please then complete the complaints form which is available on our website.

Complaints

Motiv8 feel that it is vital that service users 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 (details of which are available on the Motiv8 website). 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. If you would prefer or are not able to complete this, please send us full information about the complaint to 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, students, volunteers or trustees (or other organisations if involved in the complaint) may need to know the full information. The CEO 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 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.
- Once your Concerns 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 CEO/Head of Resources on 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/Head of Resources 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 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 compliant 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 or complaints 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 Head of Resources or the CEO.

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

Motiv8 receives complaint form

Complaint passed to Manager of related team/staff member to enter stage 1 of the complaint process and a confirmation e mail is sent to person making complaint (within 3 days of receipt)

Stage 1: Manager or representative undertakes investigation into complaint. This can take up to 1 month and the person making the complaint may be asked for more information. If a longer period is necessary, the Manager will contact the person making the complaint to inform them of the amended timescale

Outcome of Stage 1 investigation is sent to person making the complaint (at the end of the 1 month or agreed longer period)

If person making the complaint is unhappy with the outcome, then this can be sent for a higher level review (Stage 2).

Stage 2: CEO or representative undertakes review and possible investigation into original complaint and confirmed outcome. This can take up to one month. If a longer period is necessary, the CEO will contact the person making the complaint to inform them of the amended timescale

Outcome of Stage 2 review/investigation is sent to person making the complaint (at the end of the 1 month or agreed longer period)

If person making the complaint is unhappy with the outcome, then this can be sent for appeal (Stage 3), with the person making the complaint being asked to provide the reasons they are dissatisfied with the outcome

Appeal panel will review the reasons provided along with the information from Stage 1 and Stage 2. The panel will make a final decision and the outcome of this review will be sent to the person making the complaint (at the end of 1 month). This decision is final

If the person making the complaint is unhappy with this final outcome, the individual is able to contact the Charity Commission, to make their complaint