



Complaints Policy

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1. Purpose of this policy

Ignite Life is committed to providing all our stakeholders with the highest standard of service. We believe that complaints offer us an opportunity to listen, learn and act on the feedback.

Ignite's Complaints Policy aims to:

- Provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint
- Publicise our complaints procedure so that people know how to contact us to make a complaint
- Make sure staff, volunteers and Trustees know what to do if a complaint is received
- Make sure all complaints are investigated fairly and promptly
- Make sure that complaints are addressed and that relationships are repaired
- Ensure that complaints are monitored in order to improve our services
- Maintain a Complaints Log and report on any complaints received

2. Contact information

If you have any questions about Ignite Life's Complaints policy, please contact us at:

Contact: Bethanie Cundy
Email: bethanie@ignite-life.co.uk

Contact: Wayne Cockram
Email: wayne@impactmentoringhq.co.uk

Address:
Ignite Life
Unit 6 Bridge Road
Kingswood
South Gloucestershire
BS15 4FW

3. Definitions

References to 'we' or 'us': when the policy references 'we' or 'us' this is referring to Ignite Life

A complaint is an expression of dissatisfaction about an act, omission, decision, or a service of Ignite Life, whether it is justified or not. This may result from the action of a staff member, volunteer or Trustee or from an activity or programme of work in which we are involved.

4. Where complaints come from

Complaints may come from any individual or organisation that has been in contact with Ignite Life and/or our services. A complaint may be received verbally, by phone, by email or by writing.

5. Confidentiality

All information relating to the complaint will be handled sensitively, in accordance with the General Data Protection Regulation (GDPR). Only people who need to know about the complaint will be informed. Ignite Life will only hold on to any personal data provided for as long as it is needed to properly investigate and resolve the complaint.

6. Complaints procedure

Content of complaints

When making a complaint to Ignite Life, please describe the issue you are complaining about with as much detail as possible.

Include dates and times as well as the names of any representatives you were in contact with.

Include copies of relevant documentation if appropriate.

State how you believe Ignite Life might address the complaint, if possible.

Provide your name and contact details.

Written complaints

Written complaints about Ignite Life can be emailed to Ignite Life at:

hello@ignite-life.co.uk

Alternatively, they can be posted to:

Ignite Life
Unit 6 Bridge Road
Kingswood
BS15 4FW

Verbal complaints

To make a verbal complaint, please call Ignite Life on: 0117 287 2494

7. When we receive a complaint

We will:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to Ignite Life, for example, a beneficiary, volunteer, or partnership organisation
- Advise the complainant of our complaint's procedure
- Advise the complainant of what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by email or by post so that the complaint is recorded in the complainant's own words

8. Resolving complaints

Stage one

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it quickly and should do so if possible and appropriate.

Regardless of whether the complaint has been resolved, the complaint information should be passed on to Ignite Life management within two working days. On receiving the complaint, management will record it in the Complaints Log. If it has already been resolved, they will investigate the complaint and take appropriate action.

If the complaint relates to a specific person, they will be informed and given the opportunity to respond.

Ignite Life management will acknowledge complaints within four working days.

The acknowledgement will say who is dealing with the complaint and when the complainant can expect a reply. A copy of this complaint's procedure will be attached.

Ideally complainants should receive a definitive reply within 10 working days. If this is not possible because an investigation has not been completed, a progress report will be sent to the complainant.

Regardless of whether the complaint is found to be valid or not, the reply to the complainant will describe the action taken, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint be reviewed at Board level.

At the stage, the complainant should forward their complaint to the Chair of Trustees (Wayne Cockram). The Chair will acknowledge the request within five working days of receiving it. The acknowledgement will say who will deal with the case and when the complainant may expect a reply.

The Chair may investigate the case or delegate another trustee to do so. This will involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. The person who dealt with the original complaint at Stage One will be kept informed of developments.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

Ideally complainants should receive a definitive reply within a month. If this is not possible because the review has not been fully completed, a progress report will be sent with an indication of when a full reply will be given.

Regardless of whether the complaint is upheld or not, the reply to the complainant will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to obtain external assistance to resolve the issue.

9. Charity Commission

If the complainant is not happy with the outcome of the Board's review of their complaint, they can complain to the Charity Commission. Available here:

<https://www.gov.uk/complain-about-charity>

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