

# ecoACTIVE

## COMPLAINTS POLICY

### HOW TO MAKE A COMPLAINT

We aim to provide an excellent service at ecoACTIVE. However, there are times when things can go wrong. We have set up our complaints procedure to ensure that you have fast and easy access to tell us about the details of your complaint. This will enable us to investigate promptly, put things right and therefore improve our service.

The complaints policy and procedures cover:

- the quality or nature of the service provided
- the actions of the members of the ecoACTIVE team and our volunteers
- our adherence to our policies eg health and safety, child safe-guarding, recruitment, equal opps, volunteer or session workers policy etc.

How do I complain?

EcoACTIVE is committed to receiving your comments and complaints sympathetically, and where appropriate resolving the problem as amicably as possible. If you wish to complain, you can choose to do this formally or informally. Please consider the following options and decide which suits you best.

#### (a) Resolving a complaint informally

**An informal chat:** Many complaints can be sorted out by talking the problem over with a member of ecoACTIVE staff. An informal chat may resolve the problem or clear up any misunderstanding. Please talk to an Education Officer or Lead Session Worker in this case. If asked, the staff member will record the main points of the discussion and give you a copy of this.

**Discussion with ecoACTIVE's Co-ordinator:** You may prefer to resolve the problem with ecoACTIVE's Co-ordinator. To do this, please contact the Co-ordinator (contact details below). She will arrange a mutually convenient time to meet or discuss the issue over the phone within 10 working days of being contacted.

#### (b) Making a formal complaint

If the informal process has not resolved the issue, you can make a formal complaint following the procedures outlined below.

**Stage 1:** Please request a complaints form from Education Officers, Lead Session Workers, or the Co-ordinator, by email or by phone, (please see contact details below) fill it in and send it to the Co-ordinator at the address below. Within 5 working days we will contact you with an acknowledgment and tell you who is dealing with your complaint, what action we are taking to sort it out, and when you should expect to receive a report about your complaint.

Stage 2: if you are still not happy after receiving our response, you can ask for your complaint to be referred to the Chair of the Management Committee of ecoACTIVE. Please make this request in writing within 21 working days of receiving our response to stage 1 of the procedure. The Chair will appoint a complaints panel consisting of two members of the Management Committee who have no previous involvement in the matter. The complaints panel will hold a meeting within 28 working days of receipt of your request for stage2. You will be invited to attend the meeting, and may bring a friend or advisor to support you.

The Panel will report to the next meeting of the Management Committee including any recommendations for action and the decision of the Management Committee will be given to you in writing within 7 working days of its meeting. That will be final as far as ecoACTIVE is concerned.

At all stages the time limits can be altered by mutual consent.

#### Confidentiality:

Anyone making a complaint has the right to confidentiality. If your complaint is resolved informally, details will be available only to the person you discuss it with and the Co-ordinator. If your complaint is made through the formal procedure, only the Co-ordinator (who would normally be investigating the complaint, unless it is against her), the Chair, the complaints panel and the staff member being complained about, will know about its progress and its outcome.

Information gathered when looking into a complaint will only be used for the purpose intended and will not be shared without your knowledge or that of the staff member concerned. It will only be shared on a "need to know" basis, and will be kept in a secure place in line with our data protection policy.

#### Contact details:

##### Education Officers:

Jessica Dolan: [jessicadol@ecoactive.org.uk](mailto:jessicadol@ecoactive.org.uk)

Lucy Harrigan: [lucyharrigan@ecoactive.org.uk](mailto:lucyharrigan@ecoactive.org.uk)

Co-ordinator: Clare Flenley, [admin@ecoactive.org.uk](mailto:admin@ecoactive.org.uk)

Chair of Management Committee: Simon Hughes,

##### Postal address:

ecoACTIVE, c/o The Hothouse, 274 Richmond Road, London E8

telephone: 020 7923 7899

## Complaints form

If you wish to make a complaint about our service please fill in this form and give it to a member of ecoATVIVE staff or email it to [admin@ecoactive.org.uk](mailto:admin@ecoactive.org.uk). Or post to ecoACTIVE, c/o The Hothouse, 274 Richmond Road, London E8 3QW.

Name: Company Name:
Address:
Postcode:
Email:

Daytime telephone number::
----------------------------

Have you discussed this matter with a member of staff?

YES

NO

If YES, please give their name

--

Please give details of your complaint. (Please use an extra sheet if you need to)
---