THE Inspire & Achieve FOUNDATION

CUSTOMER FEEDBACK & COMPLAINTS POLICY 2026-2027



Customer Feedback and Complaints Policy

The Inspire and Achieve Foundation (IAF) is committed to providing a high level of service. Where participants feel that this is not the case, every opportunity will be provided to register a complaint, comment, or compliment, and for the situation to be rectified. This policy applies to complaints regarding the service, complaints about other participants, and complaints relating to subcontractors.

IAF maintains a Participants' Complaints Policy which includes the following:

- A statement of the participant's right to complain, comment, or compliment
- A clear indication of the procedure to be followed (including internal appeal), with contact details
- A commitment to acknowledge complaints within 5 working days and explain what action has been or will be taken
- A commitment to keep records of complaints and related outcomes, including a profile of complainants by age, gender, ethnicity, and disability
- A commitment to review the policy every 2 years
- A commitment to refer relevant issues arising from complaints to the appropriate member of staff and raise them at Board level where appropriate
- A commitment to ensure complaints relating to safeguarding, discrimination, criminal activity, or serious misconduct are escalated immediately to the Director or Designated Safeguarding Lead

Subcontracting providers must show satisfactory evidence of their current complaints policies and procedures as a condition of contract. If they do not have a policy, they must agree to adopt this policy for the duration of their contract.

Procedure

The following procedure is designed to resolve grievances speedily and to the benefit of all parties. However, IAF reserves the right to disregard some or all of the stages listed or deal with your grievance in another way where it is felt appropriate to do so (for example, where safeguarding concerns require immediate escalation).

Complaints may be received by the Senior Management Team, who will ensure appropriate action is taken.

Participants may request support to make a complaint, including help from an advocate, interpreter, or trusted adult.

Stage One – Informal Procedure

If you have a grievance relating to the service or another participant, you should raise the matter informally with a staff member. They will discuss the matter with you and attempt to resolve the grievance on an informal basis.

It is expected that most problems can be resolved at this level. However:

- You may raise a formal complaint without going through the informal stage
- A staff member may request that a formal complaint is submitted in writing if the matter is serious or complex

Stage Two – Formal Complaint

If the matter cannot be resolved informally, you should submit a formal complaint in writing, detailing the grievance, to a member of the Senior Management Team. If your complaint is about the Director, the complaint should be submitted to the Chair of Trustees.

The Senior Management Team will:

- Acknowledge the complaint within five working days
- Arrange a meeting to hear your grievance within five working days of receiving your letter
- Investigate the matter thoroughly
- Communicate their decision or findings in writing as soon as possible

The written response will set out:

- The investigations undertaken
- Findings
- Any remedial action taken
- Any recommendations or referrals made

Complaints relating to safeguarding, discrimination, or criminal allegations will be escalated immediately to the Designated Safeguarding Lead or external authorities as required.

Stage Three – Appeal

If you believe that your grievance has not been satisfactorily dealt with, you may raise the matter in writing, outlining your grounds of appeal, to the person specified in the outcome letter.

They will:

- Arrange a hearing within ten working days
- Review the investigation and outcome
- Undertake further investigation if required

- Respond in writing with their findings and any remedial action

The decision of the person hearing the appeal will be final.

If the complaint relates to the Board of Trustees or Chair, the matter may be escalated to an external body such as the Charity Commission or relevant funder.

Confidentiality

All complaints will be handled sensitively and confidentially. Information will only be shared with those who need to know in order to investigate and resolve the complaint, or where required by law (e.g., safeguarding, criminal investigations).

Record Keeping and Monitoring

IAF will maintain a complaints log including:

- Nature of complaint
- Demographic profile (age, gender, ethnicity, disability)
- Actions taken
- Outcomes
- Timescales

Complaints data will be reviewed by the Senior Management Team and reported to the Board where appropriate to support service improvement.

Changes and Amendments to Policy

Any changes or amendments made to this policy will be drafted and proposed to the Board. It will be reviewed once every 2 years. New iterations of the policy, once agreed by the Board, will be circulated to all staff, Board members, and volunteers.