

 *Several Seats*

Several Seats CIC



# Complaint Policy

Our Policy





## **Several Seats C.I.C – Comments, Compliments, and Complaints Policy**

### **Introduction**

Several Seats is committed to ensuring that the services it provides are of the highest quality. We understand that through effective management and investigation of comments, compliments, and complaints, we can identify learning opportunities and achieve continuous improvement. This policy outlines our approach to handling feedback and reflects our dedication to transparency, accessibility, and fairness in all dealings with service users and stakeholders.

**Policy Principles** Several Seats' approach to handling comments, compliments, and complaints is based on the following principles:

- Comments, compliments, and complaints are valuable sources of customer feedback, which help us improve our services.
- The procedure is fair, transparent, and easily accessible to all.
- The process is inclusive and non-discriminatory, irrespective of age, disability, gender, ethnicity, belief, or sexual orientation.
- Making a complaint will not adversely affect the service provided to the complainant.
- Complaints are dealt with promptly and investigated within a specified timeframe.
- Complainants are treated with respect, courtesy, and offered appropriate support throughout the complaints process.
- A timely and appropriate response is provided to all complaints, outlining the findings and any remedial action taken.
- Where necessary, action is taken in response to the outcome of complaints, including explanations, apologies, and information about any corrective measures implemented.
- Learning from complaints is used to inform improvements in Several Seats' work and foster a culture of continuous development.
- Every effort is made to ensure complainants clearly understand the outcome of their complaint.
- The reasons for making a complaint will be acknowledged and respected.

If you have any positive comments or feedback about our work or how we have helped you, please email us at [team@severalseats.org](mailto:team@severalseats.org) so we can track that feedback and use it to improve our services where appropriate.

### **Making a Complaint About Several Seats**

If you have a complaint about Several Seats, the following three-stage process can be used to resolve the issue. If your complaint concerns the CEO, it should be addressed to the Chair of the Board of Directors, marked "Private and Confidential."

#### **Stage One (Informal)**

- To make an initial complaint, please contact the individual involved or their line manager directly. We will make every effort to address your complaint and inform you of any corrective action to be taken.
- If you are unsure whom to contact or prefer not to contact the individual involved, please email us at [team@severalseats.org](mailto:team@severalseats.org).
- Your complaint will be acknowledged within three working days of receipt, either by the staff member you contacted or the Complaints Helpdesk.



- To ensure we can address your issue effectively, please provide as much detail as possible, including relevant communications or documents.
- We aim to resolve Stage 1 complaints within seven working days.

### **Stage Two (Formal Complaint)**

- If you are unsatisfied with the Stage 1 response or wish to have your complaint formally investigated, you can escalate your complaint to Stage 2 by informing your Stage 1 contact or by contacting the Complaints Helpdesk at [team@severalseats.org](mailto:team@severalseats.org).
- Formal complaints can be submitted verbally, electronically via the Several Seats website, or via email.
- Your complaint will be acknowledged within three working days.
- A Head of Department will investigate the complaint, and a full written response will be provided within 20 working days of the acknowledgement.
- If you remain dissatisfied with the outcome, you will have the opportunity to speak to a Director and request an appeal (Stage 3).

### **Stage Three (Appeal)**

- To appeal, please submit the reasons for your dissatisfaction in writing to the Director of the relevant department or an Associate Director.
- The Director will review the investigation, conduct any further inquiries as necessary, and provide a final decision in writing within 30 working days of receiving your appeal.
- This decision is final in the complaints process.

### **External Escalation (Charity Commission)**

If you are dissatisfied with the outcome of Several Seats' complaints process, you may contact the Charity Commission for advice. The Charity Commission will assess whether they are able to intervene. Further details on contacting the Charity Commission can be found

at: [http://www.charitycommission.gov.uk/About\\_us/Contacting\\_us/default.aspx](http://www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx)

### **Reviewing the Policy**

This policy was last reviewed on 29th December 2024. It is reviewed quarterly at Directors' meetings, with the next review scheduled for 29th March 2025.

### **Contact Information**

For further information, please contact us at:

Email: [team@severalseats.org](mailto:team@severalseats.org)

### **Policy Approval**

This policy has been approved by the Board of Directors of Several Seats C.I.C and is effective from 1st October 2024.

This updated policy ensures alignment with UK governance guidelines and meets legal requirements under the Charity Commission's governance framework.