

# Complaints Policy



## Overview

Linnet Clough will always take an individual's complaint seriously. Linnet Clough will take all feedback and complaints and use them in order to improve the activities for all involved. This policy will be used for all concerns or complaints, except for where another policy will be used instead, found below.

- **Safeguarding complaints:** where the safeguarding policy will be referred to instead.
- **Qualification complaints:** where the policies of the National Governing Body will be used instead.
- **HR issues:** where a relevant HR policy or procedure will be used.

Every complaint will be given a full consideration and we aim to respond as quickly as we are able too. If the complaint is about an incident that has happened over a year earlier then it will not be investigated.

## Process

### Initial stage

Speak to a senior member of staff on site at the time of complaint. The individual will not be able to offer any form of refund, however they will do all they can to rectify the situation and ensure a successful visit.

### Stage 1

If you do not feel that the issue has been rectified on the day, then you can escalate it to stage 1. Please email [bookings@linnetclough.org.uk](mailto:bookings@linnetclough.org.uk) with as much information as possible, and our team will work to investigate the complaint and get back to you within 7 working days. The complaint will be stored on the central system at this point.

### Stage 2

If you do not find the response satisfactory then you will be able to escalate the matter to stage 2 where the Centre Manager will aim to deal with the complaint. Please email [Jack.Mee@linnetclough.org.uk](mailto:Jack.Mee@linnetclough.org.uk) with all the relevant information from stage 1, and an explanation of why you feel that the response was not satisfactory. The Centre Manager will aim to respond within 7 working days.

## Appeal

If the response from stage 2 is not satisfactory then you will be able to appeal the decision. Please state this and add your reasons as to why you feel the response was not satisfactory. The Board of Trustees will form a **Complaints Review Panel**. The outcome of this panel will be final.

