



Feedback Procedure

Compliments, comments and complaints

This procedure covers complaints and also suggestions, ideas and questions about the full range of systems and services the Stick 'n' Step team provide. Please use it to tell us what you think of our services. Comments are shared throughout the organisation and used to improve the work we are doing.

Compliments

You may wish to thank a member of staff who has been very helpful or you may think that the service you have received has been very good. We will share your compliment with the relevant member of staff and managers and will use it to improve our services.

Comments

If you have a suggestion or idea about how something could be improved, please tell us. We will pass your suggestion on to the staff member responsible for this service who will look into your idea and let you know the outcome.

Complaints

Sometimes standards fall short of what you would expect or somebody doesn't do what they said they would. If this happens and you can't sort it out with the people involved, you may want to complain.

Stick 'n' Step will take your comments seriously and in the case of complaints do all we can to ensure that the situation is resolved to your satisfaction.

Complaints Procedure

Stick 'n' Step aims to provide the highest possible level of service to the families that attend our centres and to all our valued supporters. We try to be as efficient as possible, and are keen to make improvements to ensure our services are effective and accessible to all of our users.

We would like to hear from you if you have not been happy with any aspect of our organisation. The following procedure has been set up to ensure that your complaint is properly heard. We aim to deal with all complaints with transparency and consistency.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase user satisfaction;



- To use complaints constructively in the planning and improvement of all services.

Who can raise a complaint?

Stick 'n' Step's Complaints Procedure is available to those who use Stick 'n' Step services, volunteers and those affected by our fundraising activities.

You should share your concerns or register a complaint when you are dissatisfied with any aspect of Stick 'n' Step's services or activities.

What will happen after I complain?

We will acknowledge your complaint within five working days of receipt and we will tell you who will be dealing with the matter and when you can expect a full response.

Wherever possible, Stick 'n' Step will respect your confidentiality and keep your complaint confidential as far as possible. Any information about the complaint will usually only be shared with those who need to know in order to help resolve it. There may however be occasions when Stick 'n' Step cannot provide absolute confidentiality. This may for example arise in circumstances where a child or vulnerable adult may be at risk of harm. In these circumstances our safeguarding procedures will take precedence over this procedure and any relevant information will be shared with others concerned in the safety and welfare of service users. If a criminal offence is alleged, then the police will be informed.

We will handle information in line with Data Protection legislation.

Representation

You have the right for someone to make a complaint on your behalf. We will ask you to give consent for them to do this. An advocate is someone who does not work or volunteer for Stick 'n' Step and can help you to make a complaint and make sure your views are heard. They can also speak for you at meetings if you wish. If you want the support of an advocate, you may have a friend or representative with you at any stage of the procedure. Other organisations such as the Citizen's Advice Bureau may also be able to help.



How to complain

Step One

If you are unhappy with the service you have received (with an individual in our organisation, or with the organisation as a whole) the first stage will be for you to try to resolve the problem informally with a member of staff.

Many complaints can be resolved informally. In the first instance, contact Stick 'n' Step and, if you feel able, speak to the member of staff who is involved or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or if you would prefer not to speak to someone who was involved in the situation, then go straight to step two.

Step Two

If your complaint is not resolved through the above actions, the next step is to make a formal complaint. Please send your complaint in writing to the Stick 'n' Step's Senior Management Team:

Senior Management Team
Stick 'n' Step
3 Croxteth Avenue
Wallasey
CH44 5UL

Email: feedback@sticknstep.org

Via our website: www.sticknstep.org/feedback

Please mark your correspondence as 'Private and Confidential' and provide as much detail as possible. Please provide details of how you would prefer to be contacted.

We will acknowledge your complaint within five working days of receipt and we will tell you who will be dealing with the matter and when you can expect a full response.

If you are not satisfied with our response, go to step three.



Step Three

If you are dissatisfied with our response you can request for the complaint to be investigated. The Chair of Trustees and another Trustee, will investigate your complaint, this may involve an investigation meeting with you and any other people involved in the situation. A full written report will be sent and will include necessary explanations and/or steps that will be taken to ensure the problem does not recur. **We will aim to send the report to you within 10 working days of an investigation meeting, and will keep you informed of progress.**

If you are not satisfied with our response, go to step four.

Step Four

Raise your complaint with an external body.

Charity Commission

If you are dissatisfied with Stick 'n' Step's complaints process, you can contact the Charity Commission, who will be able to advise on whether they may be able to assist.

www.gov.uk/complain-about-charity

Fundraising Regulator

Stick 'n' Step is committed to following the highest fundraising standards and is registered with the Fundraising Regulator. If you are dissatisfied with Stick 'n' Step's response to your fundraising complaint you can contact the Fundraising Regulator to access their independent complaints procedure.

www.fundraisingregulator.org.uk/make-a-complaint/complaints/