

Sports, Wellness & Recreation CIC (SWR.CIC)

Complaints Policy and Procedure

Document Title: Complaints Policy and Procedure

Organisation: Sports, Wellness & Recreation CIC (SWR.CIC)

Approved By: Board of Directors

Review Date: Annually

Version: 1.0

1. Purpose

Sports, Wellness & Recreation CIC (SWR.CIC) is committed to providing high-quality services, activities, programmes, and support to participants, volunteers, staff, partners, and the wider community.

We recognise that concerns and complaints may arise from time to time. We welcome feedback and view complaints as an opportunity to learn, improve our services, and strengthen trust with our community.

This policy sets out how complaints will be received, investigated, and resolved fairly, consistently, and promptly.

2. Scope

This policy applies to complaints relating to:

- SWR.CIC activities, programmes, events, and services.
- Conduct of directors, staff, volunteers, coaches, and representatives acting on behalf of SWR.CIC.
- Customer service or communication issues.
- Equality, diversity, and inclusion concerns.
- Administrative matters.
- Decisions made by SWR.CIC where a person believes they have been treated unfairly.

This policy does not replace:

- Safeguarding procedures.
- Whistleblowing procedures.
- Staff disciplinary processes.
- Employment grievances.
- Criminal investigations.

Where a complaint raises safeguarding concerns, the matter will be referred immediately under the organisation's Safeguarding Policy.

3. Principles

SWR.CIC will ensure that all complaints are:

- Taken seriously.
- Handled fairly and impartially.
- Treated confidentially where appropriate.
- Investigated objectively.
- Resolved as quickly as reasonably possible.
- Used to improve organisational practice.

No individual will be treated unfairly for making a genuine complaint.

4. Who Can Make a Complaint

A complaint may be made by:

- Participants.
- Parents or carers.
- Volunteers.
- Staff.
- Members.
- Partner organisations.
- Contractors.
- Members of the public.

Complaints on behalf of another person must normally be made with that person's consent unless safeguarding concerns apply.

5. How to Make a Complaint

Complaints should be submitted in writing where possible.

Complaints can be made by:

Online Complaints Form:

<https://forms.gle/uB5F9swfY5zKatpV9>

Email: swrcic@gmail.com

Post:

Sports, Wellness & Recreation CIC
Vestry Hall, London Road, Mitcham, CR4 3UD

In Person:

To a director or designated representative.

The complaint should include:

- Name and contact details.
- Description of the issue.
- Date(s) and location(s) involved.
- Names of any individuals involved.
- Desired outcome (if applicable).

Anonymous complaints may be considered where sufficient information is provided.

6. Complaints Procedure

Stage 1 – Informal Resolution

Where appropriate, concerns should first be raised informally with the relevant member of staff, volunteer, coach, or director.

SWR.CIC will seek to:

- Listen to the concern.
- Clarify the issues raised.
- Resolve the matter quickly and informally where possible.

An acknowledgement will normally be provided within **5 working days**.

Most minor concerns should be resolved at this stage.

Stage 2 – Formal Complaint

If the matter cannot be resolved informally, a formal complaint may be submitted.

Acknowledgement

SWR.CIC will acknowledge receipt of the complaint within **5 working days**.

Investigation

The complaint will be assigned to a director who:

- Has not been directly involved in the matter.

- Can conduct the investigation impartially.

The investigator may:

- Review documents and records.
- Speak with relevant individuals.
- Request further information.
- Seek independent advice where appropriate.

Outcome

A written response will normally be issued within **20 working days** of acknowledgement.

The response may:

- Uphold the complaint.
- Partially uphold the complaint.
- Not uphold the complaint.

The response may include:

- Findings.
- Actions taken.
- Recommendations.
- Apologies where appropriate.
- Service improvements.

Where additional time is required, the complainant will be informed of the revised timescale.

Stage 3 – Appeal

If the complainant is dissatisfied with the outcome, they may appeal within **10 working days** of receiving the decision.

The appeal must:

- Be submitted in writing.
- Explain why the decision is disputed.
- Include any new evidence if available.

The appeal will be reviewed by:

- A different director, or
- A panel of directors not previously involved in the investigation.

Where practical, directors involved in the original decision-making process will not participate in the appeal review.

The appeal decision will normally be issued within **20 working days** and will be final.

7. Complaints About Directors

Where a complaint concerns a director:

- The complaint will be handled by another director not involved in the matter.
- The director who is the subject of the complaint will not participate in the investigation or decision-making process.

Where the complaint concerns the majority of directors or raises serious governance concerns, independent advice may be sought.

8. Safeguarding Concerns

Any complaint involving:

- A child or young person.
- A vulnerable adult.
- Allegations of abuse, neglect, exploitation, harassment, or misconduct.

Will immediately be referred under SWR.CIC's Safeguarding Policy.

In such cases:

- Normal complaints procedures may be suspended.
 - Statutory agencies may be contacted.
 - Confidentiality may be limited where safeguarding obligations apply.
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9. Unacceptable Behaviour

SWR.CIC expects all parties to communicate respectfully.

The organisation may restrict communication where an individual:

- Uses abusive, threatening, discriminatory, or offensive language.
- Harasses staff, volunteers, directors, or participants.
- Repeatedly raises the same issue after all procedures have been exhausted.

Such action will not affect the fair consideration of a genuine complaint.

10. Confidentiality and Data Protection

Information relating to complaints will be:

- Handled in accordance with applicable data protection legislation.

- Shared only with individuals who need access to investigate or resolve the complaint.
- Stored securely.

Records will be retained in accordance with SWR.CIC's data retention procedures.

11. Monitoring and Learning

The Board of Directors will:

- Monitor complaints received.
- Identify trends and recurring issues.
- Implement improvements where necessary.
- Review this policy annually.

A complaints log will be maintained recording:

- Date received.
- Nature of complaint.
- Actions taken.
- Outcome.
- Date closed.

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12. Policy Review

This policy will be reviewed annually by the Board of Directors or sooner where required by changes in legislation, regulation, or organisational practice.

Approval

Approved by the Board of Directors of Sports, Wellness & Recreation CIC.

Chair/Authorised Director: _____Khalid Walker_____

Date: _____9th April 2026_____

Review Date: _____9th April 2027_____