

## **Sustainable South West Herts CIC** **Complaints Policy**

### **1. Policy statement**

Sustainable South West Herts CIC (SSWH) aims to provide a high-quality environment for those taking part in our activities and a positive experience for everyone involved. We welcome feedback and take complaints seriously to help us improve what we do.

### **2. Who can make a complaint?**

Anyone who has contact with SSWH – including members of the public, volunteers, donors, or partner organisations – may raise a complaint if they feel something has gone wrong.

### **3. What can you complain about?**

You can complain about:

- How our activities and events are run
- Behaviour or conduct of volunteers or Directors
- How SSWH is run
- Any other concerns about our activities or decisions

### **4. How to make a complaint**

We strongly encourage anyone who is unhappy about something to speak to one of the Directors first. If this does not resolve the issue, please send your complaint in writing:

- By email to: [repaircafe@sustainablewherts.uk](mailto:repaircafe@sustainablewherts.uk)

We request that complaints are made within 3 months of the issue occurring.

Please include:

- What happened
- When and where it happened
- Who was involved (if known)
- What outcome you would like to see

### **5. How we handle complaints**

1. Acknowledgement: We will acknowledge your complaint within 7 days.
2. Investigation: A Director (not directly involved in the issue) will look into the complaint.
3. Response: You will receive a written response within 21 days of the acknowledgement.

If we need more time to investigate, we will let you know.

### **6. If you're not satisfied with our response**

If you are not happy with our response, you may request a review by another Director. The decision after review will be final.

If your complaint involves serious concerns (e.g. safeguarding or financial misconduct), you may contact the police.

### **7. Confidentiality**

We will treat your complaint sensitively and only share information with those who need to know in order to resolve it.

#### **8. Review of this policy**

This policy will be reviewed every 2 years, or sooner if needed.

Last Reviewed: 7<sup>th</sup> March 2026

Next Review Due: March 2027

Approved By: Board of Directors – Sustainable South West Herts CIC