Complaints Procedure

Owner: Director | Adopted by CIC: 11 October 2026 | Review: October 2027 | Version: 1.0

CH11MP Creative CIC — Connecting Communities through Creativity
Connecting Communities through Creativity

1. Purpose

CH11MP welcomes feedback and will respond to complaints fairly, respectfully and without avoidable delay. Raising a concern will not disadvantage a person's access to services.

2. What is a complaint?

A complaint is an expression of dissatisfaction about CH11MP's service, conduct, decision, communication or failure to act where a response is expected. Safeguarding concerns, whistleblowing and data-rights requests may need to follow separate procedures.

3. How to complain

Complaints may be made verbally or in writing to the Director by email at ch11mpltd@gmail.com or by telephone on 07493 350423. Please provide what happened, when, who was involved, the impact and the outcome sought. Reasonable support will be offered to make the process accessible.

4. Stage One - early resolution

We will acknowledge the complaint normally within five working days. Where suitable, we will clarify the issue, consider immediate action and aim to resolve it within ten working days.

5. Stage Two - formal review

If the matter is serious or unresolved, it will be reviewed by a person able to act impartially. The complainant will normally receive a written outcome within twenty working days. If more time is needed, CH11MP will explain why and provide an updated date.

6. Review

A complainant who remains dissatisfied may request a review within ten working days, explaining the relevant error, missing evidence or unreasonable outcome. Where possible, the review will be undertaken by someone not responsible for the original decision.

7. Safeguarding, crime and regulators

Immediate danger must be reported to 999. Safeguarding matters may be referred to statutory services. Data protection complaints may be raised with the ICO after CH11MP has had an opportunity to respond. Nothing in this procedure removes legal rights.

8. Fairness and records

Everyone involved will be treated respectfully. Conflicts of interest will be managed. Complaint records will be confidential, retained securely and used to identify learning and service improvements.

9. Unreasonable conduct

CH11MP may set proportionate communication boundaries where behaviour is abusive, threatening, discriminatory, excessively repetitive or prevents reasonable handling. The substance of a genuine complaint will still be considered.

References

Equality Act 2010; UK GDPR and Data Protection Act 2018; relevant contractual, safeguarding and commissioning requirements.

Approval

Approved by: Craig King, Director
Signature: _____ Date: _____
Next review due: October 2027