



Sen-Active Community Glow CIC

Complaints Procedure

Reviewed: May 2026

Complaints Procedure for Sen-Active Community Glow CIC

1. Introduction and Purpose

At Sen-Active Community Glow CIC, we value feedback from all our stakeholders. Our Complaints Procedure is designed to ensure that any concerns can be addressed promptly and effectively. By having a clear complaints process, we aim to uphold our commitment to transparency, accountability, and continuous improvement in service delivery.

2. Who Can Use This Procedure

This procedure is open to:

- **Service users and beneficiaries**
- **Volunteers**
- **Partner organisations**
- **Family members or carers**
- **Donors and supporters**
- **Members of the public**

We encourage anyone who feels they have a complaint to come forward and share their experience.

3. What You Can Complain About

You can submit a complaint regarding:

- **Service delivery issues**
- **Staff or volunteer conduct**
- **Fundraising practices**
- **Discrimination concerns**
- **Data and privacy concerns**
- **Communication issues**

4. How to Make a Complaint

Complaints can be made through the following channels:

- **Email:** Please send your complaint to senactive.cic@gmail.com

- **Written letter:** Address your letter to:

Sen-Active Community Glow CIC

10 Falsgrave Road

Scarborough YO12 5AT

- **In person:** You are welcome to visit us at the above address to discuss your concerns.

5. Our Complaints Process

The complaints process consists of two formal stages, with an option for informal resolution:

- **Formal Stage 1: Investigation**
- **Formal Stage 2: Review/Appeal**
- **External Escalation** (if necessary)
- **Informal Resolution** (available at any time)

6. Timeframes

To ensure timely resolution, we adhere to the following timeframes:

- **Acknowledgement of complaint:** Within **5 working days**
- **Full response to complaint:** Within **30 working days**
- **Timeframe to request an appeal:** **28 days** from the date of the response

7. What Happens at Each Stage

Formal Stage 1: Investigation

- Upon receiving your complaint, a senior manager or director will investigate the matter.
- You will be notified of the outcome within **30 working days**.

Formal Stage 2: Review/Appeal

- If you are dissatisfied with the outcome of Stage 1, you can request a review from a trustee or board member.
- You must submit your appeal within **28 days** of the Stage 1 response.
- You will receive a final decision within **30 working days** of your appeal request.

External Escalation

If you are still unhappy after Stage 2, you may escalate your complaint to the CIC Regulator.

Informal Resolution

At any stage, you may choose to resolve your concerns informally. Please contact Gavin Wood to discuss your complaint and explore resolution options.

8. External Escalation

If you feel that your complaint has not been satisfactorily addressed through our internal procedures, you can escalate your complaint to the CIC Regulator for further review.

9. Confidentiality

We take confidentiality seriously. All complaints will be handled sensitively and with respect for the privacy of all parties involved. Information will only be shared with those directly involved in the investigation.

10. Recording and Learning

All complaints will be recorded in our complaints log for monitoring and review purposes. We use feedback from complaints to improve our services and ensure we learn from any issues raised.

11. Vexatious Complaints

We reserve the right to classify complaints as vexatious if they are considered unreasonable, persistent, or abusive. In such cases, we will communicate this decision to the complainant and explain the rationale.

12. Review of This Procedure

This Complaints Procedure will be reviewed every 3 years to ensure it remains effective and aligned with best practices. The next review will be conducted on 18 May 2029.

Thank you for taking the time to understand our Complaints Procedure. Your feedback is invaluable in helping us improve our services and ensure a positive experience for everyone involved with Sen-Active Community Glow CIC.

Signed:

Review Date – May 2026