



COMPLAINTS AND FEEDBACK POLICY

CONNECT ● GROW ● THRIVE



LISTENING AND ACTION

Taking concerns seriously and working together to improve our services.



FAIR AND RESPECTFUL

Everyone's views are valued and treated with dignity and fairness.



BUILDING A STRONGER COMMUNITY

Using feedback to make a positive difference.

Inspire Community Hub CIC

Complaints & Feedback Policy

Version: 1.1

Organisation: **Inspire Community Hub CIC**

Approved by: **Director**

Date Approved: April 2026

Review Date: April 2027

Introduction

Inspire Community Hub CIC is committed to providing a welcoming, inclusive, safe and supportive environment where everyone feels valued, respected and listened to.

We recognise that feedback, suggestions, concerns and complaints are important in helping us maintain high standards and continually improve the services we provide.

Inspire Community Hub CIC delivers community-based activities in Bicester, supporting adults aged 18 and over, including people with disabilities and additional support needs, alongside carers, family members and the wider community.

We understand that individuals may have different experiences, expectations and communication needs. We therefore aim to make it as straightforward and accessible as possible for anyone to share their views or raise concerns.

We welcome both positive and negative feedback and are committed to responding to complaints fairly, sensitively, consistently and within reasonable timescales.

No individual will be treated unfairly or disadvantaged for raising a genuine concern or making a complaint.

This policy explains how complaints and feedback can be submitted, how they will be handled and how Inspire will use the information received to improve its services.

Purpose of This Policy

The purpose of this policy is to establish a clear, fair and accessible process for receiving, managing and responding to complaints and feedback.

Inspire Community Hub CIC aims to:

- Encourage open and honest communication.
- Ensure everyone feels comfortable expressing their views.
- Provide a clear process for raising concerns.
- Respond to complaints promptly and professionally.

- Treat all individuals with dignity, fairness and respect.
- Protect individuals from unfair treatment when making complaints.
- Maintain confidentiality wherever reasonably possible.
- Ensure serious concerns are escalated appropriately.
- Learn from complaints and feedback.
- Continuously improve the quality and accessibility of our services.

We recognise that complaints are not necessarily a reflection of failure but can provide valuable opportunities to identify concerns, improve procedures and strengthen trust within our community.

Scope of This Policy

This policy applies to everyone involved with Inspire Community Hub CIC, including:

- Participants attending community sessions.
- Carers, family members and support workers.
- Volunteers.
- Staff, where applicable.
- Visitors and members of the public.
- External activity providers, entertainers and facilitators.
- Partner organisations.
- Individuals engaging with Inspire through its website, social media or other communication channels.

Complaints may relate to any aspect of Inspire's activities, services or organisational conduct.

Examples include concerns about:

- The organisation and delivery of community sessions.
- Activities, entertainment or refreshments.
- Accessibility and reasonable adjustments.
- Communication and information provided.
- The behaviour or conduct of volunteers or others involved with Inspire.
- Equality, diversity and inclusion.

- Health, safety and wellbeing.
- Privacy and confidentiality.
- Bookings, payments or other administrative arrangements.
- The handling of a previous concern or complaint.

Safeguarding concerns, allegations of abuse, discrimination, harassment or serious misconduct will be treated as priority matters and managed in accordance with the relevant organisational policies and procedures.

Our Commitment to Fairness and Respect

Inspire Community Hub CIC believes everyone has the right to raise concerns, express dissatisfaction and provide feedback without fear of unfair treatment.

We are committed to ensuring that:

- Every complaint is taken seriously.
- Individuals are listened to without judgement.
- Concerns are considered fairly and objectively.
- People are treated with dignity and respect.
- Complaints are handled as confidentially as reasonably possible.
- Individuals are given an opportunity to explain their concerns.
- Decisions are based on relevant information and evidence.
- Appropriate action is taken where improvements are needed.
- Complainants receive clear information about the outcome wherever possible.

Making a complaint will not automatically affect someone's ability to attend Inspire's sessions or participate in its activities.

However, Inspire retains responsibility for maintaining a safe and respectful environment. Any necessary action relating to safety or behaviour will be considered separately, fairly and proportionately.

Understanding Complaints and Feedback

What Is a Complaint?

A complaint is an expression of dissatisfaction about an action, decision, experience, service or behaviour associated with Inspire Community Hub CIC.

A complaint may be made verbally or in writing.

Individuals do not need to use the word *complaint* for their concern to be recognised.

Examples may include dissatisfaction with how an activity was organised, concerns about another person's behaviour, communication difficulties or a situation where someone feels they have been treated unfairly.

Some complaints may be resolved quickly through informal discussion, while others may require a formal investigation.

What Is Feedback?

Feedback includes comments, suggestions, compliments and observations about Inspire's activities and services.

Examples include:

- Suggestions for new activities or entertainment.
- Ideas for improving accessibility.
- Comments about lunches and refreshments.
- Feedback about the sensory area or other facilities.
- Suggestions for special visitors or community events.
- Comments about communication and bookings.
- Positive experiences and compliments.
- Recommendations for improving the overall experience at Inspire.

We value feedback from participants, carers, volunteers and visitors and will consider suggestions when planning future sessions and organisational improvements.

How to Make a Complaint

Inspire Community Hub CIC aims to make the complaints process straightforward and accessible.

Complaints may be raised through the following methods.

In Person

Individuals may speak directly with the Director during a community session or arrange another suitable time to discuss their concerns.

Where privacy is needed, the conversation will take place away from other participants wherever practical.

By Email

Complaints may be submitted to: info@inspirecommunityhub.org

By Telephone

Individuals may contact Inspire using its published telephone contact details.

Where a complaint is received by telephone, an appropriate record may be made to ensure the concern is understood and addressed.

Through WhatsApp

Concerns may be raised through Inspire's official WhatsApp contact arrangements.

Sensitive or personal complaints should be raised privately rather than posted in the community WhatsApp group.

Where necessary, individuals will be directed to a more appropriate private communication method.

With Assistance

Individuals may ask a trusted person, carer, family member or support worker to assist them with raising a complaint.

Inspire will make reasonable adjustments to support participants who have communication difficulties, disabilities or additional support needs.

Complaints will not be rejected simply because an individual cannot submit them in writing.

Information to Include in a Complaint

To help Inspire understand and investigate a concern, individuals are encouraged to provide:

- Their name and contact details, unless submitting an anonymous complaint.
- A clear description of what happened.
- The date and location of the incident, where known.
- The names of individuals involved, where relevant.
- Any supporting information or evidence.
- Details of any previous attempts to resolve the concern.
- The outcome they would like Inspire to consider.

We understand that some individuals may find it difficult to explain their concerns or remember specific details.

Inspire will provide appropriate support and will not prevent someone from raising a complaint because information is incomplete.

Informal Resolution

Where appropriate, Inspire Community Hub CIC will aim to resolve concerns informally and as quickly as possible.

This may involve:

- Listening carefully to the concern.
- Discussing what happened.
- Clarifying misunderstandings.
- Providing an explanation.
- Offering an apology where appropriate.
- Agreeing practical steps to resolve the issue.
- Making reasonable adjustments to prevent the issue from happening again.

Informal resolution is generally suitable for minor concerns that can be addressed through discussion.

However, individuals are not required to attempt informal resolution before making a formal complaint.

Serious complaints, particularly those involving safeguarding, abuse, discrimination or significant safety concerns, will not be dealt with solely through informal discussion.

Formal Complaints Procedure

Where a complaint cannot be resolved informally, or an individual wishes to make a formal complaint, Inspire will follow the procedure below.

Receiving and Acknowledging a Complaint

Inspire Community Hub CIC will aim to acknowledge formal complaints within **five working days** of receiving them.

The acknowledgement will confirm that the complaint has been received and, where appropriate, explain how it will be handled.

Working days normally mean Monday to Friday, excluding bank holidays.

Reviewing and Investigating the Complaint

The Director will normally be responsible for reviewing and investigating complaints.

Depending on the nature of the complaint, this may involve:

- Reviewing the information provided.

- Speaking with the complainant.
- Speaking with other individuals involved.
- Reviewing relevant records or communications.
- Considering applicable organisational policies.
- Assessing whether procedures were followed.
- Identifying appropriate corrective action.

The investigation will be proportionate to the seriousness and complexity of the complaint.

All individuals involved will be treated fairly, and conclusions will not be reached without considering relevant information.

Responding to the Complaint

Inspire will aim to provide a formal response within **20 working days** of receiving the complaint.

The response will normally include:

- Confirmation that the complaint has been reviewed.
- A summary of the findings.
- An explanation of the outcome.
- Details of any action taken or proposed, where appropriate.
- An apology where justified.
- Information about requesting a review if the complainant remains dissatisfied.

Where confidentiality prevents the disclosure of particular information, Inspire will explain this where possible.

Delays in Responding

Some complaints may require additional time, particularly where several individuals are involved or further information is needed.

Where Inspire cannot respond within 20 working days, the complainant will be informed of the delay, the reason for it and the anticipated response date.

Inspire will aim to keep individuals appropriately updated throughout the process.

Complaints Involving the Director

Inspire Community Hub CIC is a small community organisation, and the Director normally oversees complaints.

However, we recognise the importance of impartiality where a complaint directly concerns the Director.

In such circumstances, the Director should not be solely responsible for investigating the complaint or determining its outcome.

Inspire will seek an appropriate impartial person to review the matter.

This may include an independent adviser or another suitably experienced individual who has no direct involvement in the complaint.

The person appointed will be expected to:

- Consider the complaint fairly.
- Review relevant information.
- Identify any conflicts of interest.
- Maintain appropriate confidentiality.
- Provide findings or recommendations.

Where an appropriate independent reviewer cannot immediately be identified, Inspire will explain the situation to the complainant and take reasonable steps to arrange an impartial review.

Serious Complaints and Safeguarding Concerns

Inspire Community Hub CIC takes concerns involving safeguarding, abuse, neglect, discrimination, harassment and serious misconduct extremely seriously.

These matters will be prioritised and assessed promptly.

Where a complaint suggests that an adult or child may be at risk of harm, Inspire will follow its **Safeguarding Adults and Child Protection Policy**.

Where appropriate, concerns may be referred to:

- The relevant local authority safeguarding service.
- The police.
- Emergency services.
- Other appropriate statutory agencies.

Where someone is in immediate danger, emergency services should be contacted by calling **999**.

Serious safeguarding concerns will not be delayed while the standard complaints procedure is followed.

Inspire will take reasonable steps to protect individuals involved and ensure concerns are managed appropriately.

Where an external authority is investigating a matter, Inspire may need to adjust or temporarily pause aspects of its internal investigation to avoid interfering with that process.

Anonymous Complaints

Inspire Community Hub CIC accepts anonymous complaints.

We recognise that some individuals may feel uncomfortable identifying themselves when raising concerns.

Anonymous complaints will be considered according to the nature, seriousness and information available.

However, anonymity may make it more difficult to:

- Request further information.
- Clarify specific allegations.
- Investigate all aspects of the complaint.
- Provide updates.
- Communicate the outcome.

Where an anonymous complaint raises safeguarding or serious safety concerns, Inspire will consider appropriate action regardless of whether the complainant has provided their identity.

Supporting People with Disabilities and Additional Needs

Inspire Community Hub CIC is committed to ensuring that its complaints and feedback procedures are accessible to everyone.

We recognise that some participants may experience difficulties with communication, understanding written information or expressing concerns.

Reasonable adjustments may include:

- Explaining the complaints process in clear, simple language.
- Allowing concerns to be raised verbally.
- Providing additional time to communicate.
- Supporting alternative communication methods.
- Allowing assistance from a trusted person.
- Arranging private discussions.

- Explaining complaint outcomes in an accessible way.
- Offering assistance with completing written complaints.

Inspire will consider individual needs and preferences when deciding how best to support someone.

No individual will be disadvantaged because of a disability, communication difference or additional support need.

Our approach will reflect our responsibilities under the **Equality Act 2010**.

Complaints Made on Behalf of Another Person

Some participants may wish to receive assistance from a carer, family member, support worker or trusted individual when making a complaint.

Inspire welcomes appropriate support and will consider the participant's own wishes and preferences.

Where a complaint is made on behalf of an adult, Inspire will consider whether the person submitting it has the individual's permission or other appropriate authority to act on their behalf.

Having a disability or receiving care does not automatically mean that an individual lacks the capacity to make their own decisions.

Inspire will respect the principles of the **Mental Capacity Act 2005**, where applicable.

Where a participant has difficulty communicating, reasonable steps will be taken to support them in expressing their wishes.

Anyone may report a safeguarding concern, regardless of whether they have authority to make a complaint on another person's behalf.

Complaints About Volunteers

Volunteers play an important role in supporting Inspire's activities and creating a welcoming environment.

Where a complaint concerns a volunteer, the Director will consider the matter fairly and sensitively.

This may involve:

- Speaking privately with the volunteer.
- Listening to the complainant's concerns.
- Reviewing relevant information.
- Providing additional guidance or training.

- Clarifying expected standards of behaviour.
- Taking proportionate action where necessary.

Volunteers will be given an appropriate opportunity to respond to concerns raised about their conduct.

Serious allegations will be addressed in accordance with relevant safeguarding and organisational procedures.

Complaints About Participants or Visitors

Inspire aims to provide a respectful, welcoming and inclusive environment for everyone attending its sessions.

Where concerns involve the behaviour of another participant or visitor, Inspire will consider the circumstances carefully.

This may include:

- Speaking privately with those involved.
- Considering any communication or support needs.
- Reviewing the impact on other participants.
- Encouraging respectful behaviour.
- Making reasonable adjustments where appropriate.
- Taking proportionate steps to maintain safety and wellbeing.

Inspire recognises that individuals may have different abilities, behaviours and support requirements.

We will avoid making assumptions based on disability or additional support needs.

Any action taken will aim to balance individual rights, inclusion, dignity and the safety of others.

Confidentiality and Data Protection

Inspire Community Hub CIC will handle complaints and associated personal information responsibly.

Complaints may contain confidential or sensitive information, including details about individuals' health, disabilities, personal circumstances or experiences.

We will take appropriate steps to protect this information.

Complaint information will only be shared with individuals who have a legitimate need to know.

However, absolute confidentiality cannot be guaranteed where information must be shared to:

- Investigate a complaint fairly.
- Protect someone from harm.
- Address safeguarding concerns.
- Meet legal obligations.
- Cooperate with relevant authorities.

Where appropriate and lawful, individuals will be informed when information needs to be shared.

Complaint records will be stored securely and handled in accordance with applicable UK data protection legislation and Inspire's **Privacy and Data Protection Policy**.

Protection from Unfair Treatment

Inspire Community Hub CIC will not tolerate intimidation, harassment or retaliation against individuals who raise genuine concerns or provide feedback in good faith.

No participant, carer, volunteer or visitor should be treated unfairly simply because they have made a complaint.

Where disagreements arise, Inspire will aim to manage the situation fairly and sensitively.

All individuals involved are expected to communicate respectfully.

Inspire may take reasonable steps to manage threatening, abusive or persistently unreasonable behaviour, but such action will not be used to prevent genuine complaints from being considered.

Review of Complaint Outcomes

Where an individual is dissatisfied with the outcome of a formal complaint, they may request a review.

Requests should normally be submitted within **20 working days** of receiving the original complaint outcome.

The request should explain why the individual believes the complaint requires further consideration.

For example, the complainant may believe that:

- Relevant information was overlooked.
- The investigation was not conducted fairly.

- The findings were not supported by the available information.
- The proposed action did not adequately address the concern.

Where possible, the review will be conducted by someone who was not directly involved in the original investigation.

As Inspire is a small organisation, an appropriate independent person may be asked to assist.

The reviewer will consider whether the complaint was handled fairly, relevant information was considered and the outcome was reasonable.

Inspire will aim to complete the review within **20 working days** of receiving the request.

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

The review outcome will normally conclude Inspire's internal complaints procedure.

External Advice and Escalation

Individuals have the right to seek advice or raise concerns with appropriate external organisations.

The relevant organisation will depend on the nature of the complaint.

Examples include:

Safeguarding Concerns

Concerns about abuse, neglect or the safety of an adult or child may be referred to the relevant local authority safeguarding service.

Criminal Matters

Suspected criminal conduct may be reported to the police.

Data Protection Concerns

Individuals who are dissatisfied with the handling of their personal information may raise concerns with the **Information Commissioner's Office (ICO)**.

Discrimination Concerns

Individuals may seek independent advice regarding their rights under equality legislation.

Funding or Commissioned Services

Where a complaint concerns activities funded or commissioned by another organisation, individuals may also be able to raise relevant concerns with that organisation.

Inspire will not prevent individuals from contacting external authorities or seeking independent advice.

Recording and Monitoring Complaints

Inspire Community Hub CIC will maintain appropriate records of formal complaints and significant concerns.

Records may include:

- The date the complaint was received.
- The complainant's details, where provided.
- A summary of the concern.
- Relevant individuals involved.
- Actions taken to investigate.
- Findings and outcomes.
- Any agreed improvements.
- The date the complaint was resolved.
- Any subsequent review.

Complaint records will be stored securely and accessed only by authorised individuals.

Records will be retained for an appropriate period, taking account of legal requirements, safeguarding responsibilities and organisational needs.

The Director will review complaints periodically to identify recurring concerns, patterns or areas where improvements may be required.

Feedback, Suggestions and Compliments

Inspire Community Hub CIC actively encourages participants, carers, volunteers and visitors to share their experiences and suggestions.

We believe that everyone who attends or supports Inspire has valuable ideas that can help shape the future of our community hub.

Feedback may be provided:

- During weekly community sessions.
- Through informal conversations.
- By email.
- By telephone.
- Through Inspire's official WhatsApp contact arrangements.
- With assistance from a carer or support worker, where appropriate.

We particularly welcome suggestions relating to:

- Creative and recreational activities.
- Physical activities and wellbeing.
- Sensory experiences.
- Entertainment and social activities.
- Special visitors and community events.
- Accessibility and inclusion.
- Lunches and refreshments.
- Communication and session arrangements.

Where practical, suggestions will be considered when planning future activities and improvements.

Not every suggestion can be implemented, but all constructive feedback will be valued.

Positive feedback and compliments may also help Inspire recognise successful activities and the contributions of its volunteers.

Where feedback or testimonials are shared publicly, appropriate consent will be obtained in accordance with Inspire's **Photography, Video and Media Consent Policy**.

Learning and Continuous Improvement

Inspire Community Hub CIC is committed to learning from complaints and feedback.

Where concerns identify areas for improvement, we will consider appropriate action.

This may include:

- Reviewing organisational procedures.
- Improving communication.
- Providing additional volunteer guidance.
- Making activities more accessible.
- Reviewing health and safety arrangements.
- Improving booking or administrative processes.
- Updating policies.
- Introducing changes to the planning and delivery of community sessions.

The Director will oversee agreed improvements and consider whether further action is required.

Feedback will also be considered when evaluating the effectiveness of Inspire's activities and planning future developments.

Roles and Responsibilities

Director

The Director has overall responsibility for implementing this policy.

Responsibilities include:

- Receiving and reviewing complaints.
- Ensuring complaints are handled fairly and promptly.
- Maintaining appropriate complaint records.
- Protecting confidentiality.
- Identifying and escalating serious concerns.
- Arranging impartial reviews where necessary.
- Monitoring complaint outcomes.
- Implementing improvements.
- Reviewing and updating this policy.

Volunteers

Volunteers are expected to:

- Treat everyone with dignity and respect.
- Listen appropriately when concerns are raised.
- Refer complaints to the Director promptly.
- Maintain confidentiality.
- Report safeguarding concerns immediately.
- Support participants who wish to provide feedback.
- Follow Inspire's policies and procedures.

Volunteers should not independently investigate serious complaints or promise particular outcomes.

Participants, Carers and Visitors

Participants, carers and visitors are encouraged to:

- Raise concerns as soon as reasonably possible.
- Provide relevant information where available.
- Communicate respectfully.
- Cooperate with reasonable requests for clarification.
- Share constructive feedback and suggestions.

Everyone has a role in helping Inspire maintain a positive, welcoming and supportive community.

Contact Information

Complaints, concerns, feedback and suggestions can be directed to:

Inspire Community Hub CIC

Bicester, Oxfordshire, United Kingdom

Email: info@inspirecommunityhub.org

Website: inspirecommunityhub.org

Individuals may also raise concerns directly with the Director during community sessions or through Inspire's official telephone and WhatsApp contact arrangements.

Formal complaints will normally be acknowledged within five working days, with a response provided within 20 working days.

Where additional time is required, the complainant will be kept appropriately informed.

Policy Monitoring and Review

This policy will be reviewed annually or sooner where necessary.

An earlier review may be required following:

- Changes to relevant legislation or guidance.
- Significant changes to Inspire's activities or services.
- Serious complaints or safeguarding incidents.
- Changes to organisational responsibilities.
- Feedback identifying improvements to the complaints process.

The Director is responsible for ensuring that this policy remains appropriate, effective and accessible.

The policy will be made available to participants, carers, volunteers, visitors and members of the public through Inspire's website.

Policy Approval and Authorisation

This Complaints and Feedback Policy has been formally approved by the Director of Inspire Community Hub CIC and is effective from 8th April 2026.

The policy reflects Inspire Community Hub CIC's commitment to listening to concerns, responding fairly and respectfully, and using feedback to continually improve its services.

Approved by: Kanval Fatima

Position: Director

Date Approved: 8th April 2026

Next Review Date: April 2027

Signature: 