



COMPLAINTS PROCEDURE

1. Introduction

1.1 Empowered To Thrive CIC is committed to providing high-quality events and support for individuals seeking to improve their mental health and well-being. We value feedback and take all complaints seriously.

1.2 This procedure outlines the steps to be taken when making a complaint and how we will address and resolve any concerns raised.

2. How to Make a Complaint

2.1 Complaints can be submitted in writing (via email or letter) or verbally (in person or over the phone) to any member of Empowered To Thrive CIC staff or volunteers.

2.2 Complaints should include:

- Your name and contact information.
- A clear description of the issue or concern.
- Any relevant documentation or evidence.

3. Acknowledging a Complaint

3.1 We will acknowledge receipt of your complaint within 3 days, confirming that it is being investigated.

4. Investigation Process

4.1 Complaints will be thoroughly and impartially investigated by a designated member of our team.

4.2 We may request additional information or documentation if necessary.

5. Response and Resolution

5.1 We will provide a written response to your complaint within 28 days from the date of acknowledgment.

5.2 Our response will include:

- A summary of the investigation findings.
- Any actions taken or proposed resolutions.
- Information on next steps, if applicable.

6. Escalation

6.1 If you are not satisfied with the response to your complaint, you may request a review by contacting Jo Gray - 07506757031.

7. Recording and Monitoring

7.1 All complaints and their resolutions will be recorded for internal monitoring and improvement purposes.

7.2 Anonymized data may be used for reporting and analysis.

8. Whistleblowing

8.1 Empowered To Thrive CIC encourages the reporting of serious misconduct or unethical behavior by staff, volunteers, or third parties.

8.2 Whistleblowers may make disclosures in writing or verbally to a designated whistleblower contact.

8.3 Empowered To Thrive CIC is committed to protecting whistleblowers from retaliation and will treat disclosures confidentially, where possible and legally permissible.

8.4 Whistleblowers may contact Jo Gray (07506757031) for guidance on the whistleblowing process.

9. Learning and Improvement

9.1 Empowered To Thrive CIC is committed to learning from complaints to improve our events and support services.

9.2 We may implement changes to policies or procedures based on feedback received.

10. Monitoring and Review

10.1 Empowered To Thrive CIC will:

- Regularly review and monitor the effectiveness of this policy.