



## **Complaints Policy**

**Published: January 2025**

**Review Due: January 2028**

## **Complaints Policy**

This policy outlines the procedures to be followed if a complaint is made about any employee of Move More.

This is the policy that Move More will follow if a person's complaint is about someone's conduct or behaviour.

This could be because they think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

### **Values and principles**

Anyone has the right to complain: Move More takes complaints seriously. No one should be harassed, bullied or put at a disadvantage because of making a complaint.

Equality: The person making a complaint should receive a proper response, regardless of their age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: Move More believes that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

Safety and welfare take priority: Move More will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

Confidentiality: Move More will treat complaints as confidentially as possible.

Sometimes Move More will have to discuss complaints with other organisations. If it is worried about a risk to a person or to the public, it might need to pass on its concerns to the right authorities. If necessary, it will get advice from other organisations such as the Police or Social Services.

### **How to make a complaint?**

If you have a complaint, please start by having a conversation with the person in charge at the time, about your concerns. They may be able to help to resolve any problems or concerns. If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. A written complaint can also be made by filling in a complaints form. The address for written complaints is at the bottom of this policy. Move More accepts anonymous complaints, but it is often very difficult to investigate these properly. It is easier for Move More to handle your complaint if you provide as much detail as possible.

### **Who to contact to make a complaint?**

Complaints will usually be handled by senior Move More staff or a Trustee representative – address at bottom of the Policy

**What Move More will do to investigate?**

Move More will give an initial response to your complaint within five working days. If the matter is urgent, it will respond more quickly. It will investigate your complaint fairly. This means that it will discuss the complaint with all of the relevant people. It will try to gather any information that may be relevant to handling your complaint.

Sometimes Move More will ask to show copies of information from the investigation to other people to allow them to respond. This is because it believes in fairness and openness. It will not share information if it thinks that this will endanger someone's safety or welfare.

**How will I know what is happening?**

You will be given the details of a person who will be your point of contact. That person will make sure that you understand the process, and will help to answer any questions or concerns that you have. You will be given an update on the progress of your complaint every two weeks. If there are delays in handling your complaint for any reason, Move More will keep you informed. If your complaint leads to formal disciplinary action against someone, it will usually inform you about the outcome. Move More will not tell you the outcome if that person is a child, or if it believes that telling you would create a risk to other people. In this situation, it will still try to tell you about how you are affected by the action that it has taken.

**What are the possible outcomes or results of my complaint?**

In many cases, Move More will be able to resolve problems informally. This might include:

- A change in arrangements for particular activities
- An explanation or apology
- An agreement to communicate or act differently in future
- If an informal resolution is not suitable, then a small committee will look at the information about the case. This committee will not contain anyone directly involved with your complaint.

They might decide to take the following action:

- Formal disciplinary action against a member of staff
- Changes in formal contracts or arrangements put in place
- A decision to refer the case to another organisation such as the Police, or Social Services.
- Closure of your complaint without action.

**Questions or queries about this policy**

If you have a general query about this Complaints Policy, you should speak to the following person:

Name: Dan Derrick (Move More CEO)

c/o All Saints Academy

Blaisdon Way, Cheltenham, GL51 0WH,

Contact Number 01242 711 243

**Written complaints should be marked confidential and sent to:**

**Dan Derrick CEO Move More**

**c/o All Saints Academy**

**Blaisdon Way**

**Cheltenham**

**GL51 0WH**

**Or**

**If the complaint is about the Move More CEO then send to:**

**Chair of Trustee Board,**

**Move More**

**c/o All Saints Academy**

**Blaisdon Way**

**Cheltenham**

**GL51 0WH**

**15. Date of next review: January 2027**

Signed



Date: 21/1/25

Chair