



**CHARNWOOD
E C O H U B**

Complaints Policy for Charnwood Eco Hub

Purpose

Charnwood Eco Hub CIC is committed to delivering a high standard of service to all members of the community. We value feedback, including complaints, as they help us improve our services and ensure accountability. This policy outlines how complaints can be made, how they will be handled, and how we aim to resolve them.

Scope

This policy applies to complaints from:

Members of the community.

Service users.

Partners or stakeholders.

Other individuals or organisations engaging with the Company.

Complaints may relate to:

The quality or standard of services provided.

Actions or behaviour of staff, directors, or volunteers.

Any perceived breach of policies, procedures, or commitments.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether verbal or written, about the standard of service, actions, or lack of action by the Company or its representatives.

How to Make a Complaint

Complaints can be made in the following ways:

In Writing:

Email: info@charnwoodecohub.org

Post: Charnwood Eco Hub, Clarence Street, Loughborough, LE11 1DY

Verbally: Emma Ward/Clive Bagley/Sarah Goode

In person or by telephone at 01509 447075

A record of verbal complaints will be taken and confirmed with the complainant.

Complainants are encouraged to provide as much detail as possible, including:

Their name and contact information.

The nature of the complaint.

Dates, times, and people involved (if applicable).

Any relevant supporting documents or evidence.

Acknowledgment and Timeline

All complaints will be acknowledged within 5 working days of receipt.



A full investigation will be conducted, and a formal response will be provided within 15 working days.

If the complaint is complex or requires more time, the complainant will be informed and updated regularly.

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Complaint Handling Procedure

Initial Review:

The complaint will be logged and assigned to a relevant staff member or manager for review.

Investigation:

An impartial investigation will be conducted, gathering all necessary details and speaking to relevant parties.

Resolution:

The complainant will be informed of the outcome and any actions taken to address the issue.

Escalation (if required):

If the complainant is unsatisfied, they can request a review by the Company's senior management or Board of Directors.

Final decisions will be communicated within 30 working days of escalation.

Confidentiality and Data Protection

All complaints will be handled confidentially, in line with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). Information will only be shared as necessary to resolve the complaint.

Learning from Complaints

The Company is committed to continuous improvement. Complaints will be reviewed periodically to identify trends and implement systemic changes where necessary.

External Complaints

If a complainant remains dissatisfied after exhausting the Company's complaints procedure, they can contact:

The Office of the Regulator of Community Interest Companies

Website:

<https://www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies>

Email: cicregulator@companieshouse.gov.uk

Phone: 029 2150 7420

Contact Details

For any queries regarding this policy or to make a complaint, please contact:

Charnwood Eco Hub CIC

info@charnwoodecohub.org

Charnwood Eco Hub, Clarence Street, Loughborough, LE11 1DY

This policy will be reviewed annually to ensure it remains effective and compliant with relevant legislation.

Approved by: Emma Ward/Director
Date: 18/01/2025
Review Date: 18/01/2026



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