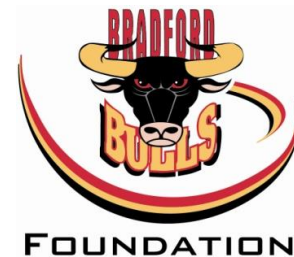


Bradford The Bradford Bulls Foundation Compliments and Complaints Policy

Date Created; 03 April 2018

Date Approved April 2018/April 2020/April 2022

Date to Revise April 2024



Bradford Bulls Foundation strives for high standards in provision of its activities and welcome feedback from participants and stakeholders to help us learn, evaluate and improve our work.

The purpose of this policy is to ensure everyone knows how to provide feedback and how a complaint will be handled.

It will ensure that complaints are dealt with consistently, fairly and sensitively within clear and acceptable timeframes and that compliments and complaints are monitored and used to improve our services.

It will ensure that compliment and complaints are monitored and used to develop our provision.

Bradford Bulls Foundation will ensure that we:

- Listen carefully to complaints and treat complaints as confidential, where possible
- Record, store and manage all complaints accurately and in accordance with the Data Protection Act 1998 and General Data Protection Regulation (GDPR) 2018
- Investigate the complaint fully, objectively and within the stated timeframe
- Notify the complainant of the results of the investigation and any right of appeal
- Inform the complainant of any action that will be implemented because of the complaint, where appropriate

Definition of a Complaint

A complaint is any expression of dissatisfaction by an individual, whether justified or not.

This policy and procedure relates only to complaints received about Bradford Bulls Foundation and its activities. Individuals who make complaints about partner organisations will be notified in writing within one working day of receipt of the complaint that they need to complain to the organisation they have the complaint with, and will be provided with contact details, where possible.

Compliments and Complaints Procedure

Compliments

Any verbal or written compliments will be recorded by the member of staff receiving the compliment and be passed to the appropriate manager for recording on the Compliments Register. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified as soon as possible. Feedback on compliments will be shared with workers at appropriate timings.

Complaints

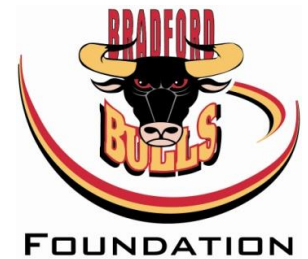
There are 2 stages to the complaints procedure:

- Stage One – Complaint
- Stage Two – Appeal

Stage One

We aim to settle issues quickly and satisfactorily by the Foundation Manager. It may be resolved quickly by way of an apology, by improving the activity in question or by providing an acceptable explanation to the individual. Individuals wishing to make a formal complaint should contact the Foundation Manager or

contacting Bradford Bulls Foundation by emailing info@bullsfoundation.org.uk or writing to: Bradford Bulls Foundation, Odsal, Bradford, West Yorkshire, England, BD6 1BS.



On receipt, each complaint will be logged on the Complaints Register.

Complaints will be acknowledged within three working days of receipt. The complaints will be fully investigated and a written response, either hard copy or email, provided to the complainant by the investigator within 20 working days of receipt. In exceptional circumstances where this deadline is not able to be met, the complainant will be advised of the reasons for this and notified of a revised date for response.

If the complaint is regarding the Foundation Manager, the issue will be fully investigated by the Chair of Trustees.

Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal to the Chair of Trustees within 14 working days.

The Chair of Trustees will appoint two further trustees to investigate the matter independently. The Chair may need to contact the complainant to clarify the issues, conduct the investigation and explore resolution.

The complainant will receive written confirmation of the outcome of any investigation within 20 working days of receipt of the appeal together with any recommendations/remedies made, such as, staff development and training, reviewing of policies or appropriate improvement to our activities. The outcome should not refer to any individual workers or groups of workers.

Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after 20 working days and a final date given for a conclusion to be reached.

Anonymous Compliments and Complaints

Compliments and complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

Data Protection

To process a complaint, we will hold personal data about the complainant, which the individual provides, and which other people give in response to investigating the complaint. We will hold this data securely in accordance with the Data Protection Act 1998 and General Data Protection Regulation (GDPR) 2018 and only use it to help address the complaint. The identity of the person making the complaint will only be made known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies, or allegations are made which involve the conduct of third parties.

Under the Data Protection Act 1998, individuals have a right to obtain a copy of their personal data. However, there are exceptions to this right. We will normally destroy compliments and complaints files in a secure manner six year after the compliment has been made or the complaint closed.

Monitoring

Compliments and complaints are an important tool which will allow us to learn more about our provision and working practices. They offer a useful source of information about how individuals see our services and how we are serving them. To ensure we can learn from compliments and complaints, the following data will be collected:

Compliments:

- Name and address

Offices: Odsal Stadium, Bradford, West Yorkshire, England, BD6 1BS.

Contact details: T: +44 (0) 8448 711490 E: info@bullsfoundation.org W: www.bullsfoundation.org

Registered: Charity No: 1106608 Company No: 05056480

- Email address
- Nature of the compliment
- Date of compliment
- Action(s) taken/recommendations made in response to the compliment, if appropriate.



Complaints:

- Name and address
- Email address
- Name of person dealing with the complaint
- Date of complaint and response date
- Nature of complaint
- Action(s) taken/recommendations made in response to the complaint
- Lessons learnt.

Compliments and complaints information will be considered on a quarterly basis by the Bradford Bulls Foundation Trustees. Wherever possible the data will be used to improve and develop the service.