

CLASP COMPLAINTS POLICY

CLASP is committed to maintaining a strong partnership with members of the local community. We are open to feedback and comments about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can better meet our aims. We hope that the adoption of a clear complaints procedure will help to ensure that most complaints are resolved quickly and smoothly and as close to the source of any misunderstanding or problem as possible.

1. Our Procedure for Handling Complaints

We believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everyone's satisfaction.

2. What can you complain about?

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

3. Stage One: Informal Complaints

Informal complaints (by telephone or email) should be raised with the Secretary or the Chairman in the first instance. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

4. Stage Two: Formal Complaints

Formal complaints should be made in writing by a letter to the Secretary or Chairman who will investigate and respond in writing.

5. If you are still not satisfied?

In the unlikely event you are not satisfied with the deliberations of the Chairman you may appeal by writing to the Secretary requesting that your complaint be reviewed by the full

Management Committee. The Secretary will then forward details of your complaint to each member of the Management Committee and arrange a meeting for you to attend.

The Committee will listen to your concerns, consider the issues and whether the Chairman's actions were appropriate. The Committee will then decide on any further action. We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

6. When will you hear from us?

We will let you know that we have received your complaint within ten working days. We will write to you or where possible, reply to you in the medium you have requested. In most cases you will receive a full written response to your complaint within one month. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint. If the complaint is complex, we will keep you informed as above. Any safety concerns that would endanger a CLASP user would be dealt with immediately notice is received.

7. Monitoring, Evaluation and Review

This policy will be reviewed by the CLASP Management Committee annually and ratified by the Board of Trustees.

Approved by the Management Committee: 14 August 2025

Approved by the Board of Trustees: 10 September 2025