



Feedback, Compliments and Complaints Policy

Last updated: January 2024

Introduction

URBOND prides itself on providing a first-class service to its members and non-members alike. People may express dissatisfaction about the service, members or the applications of rules, regulations, and procedures. When received, these are handled in a professional and serious manner.

We recognise that any comments, compliments, and complaints are a valuable form of feedback on our service delivery. We use this feedback to identify the root causes of complaints and to ensure that improvements are made to our processes for the benefit of both our local community and ourselves.

If you raise an issue with us we will:

- listen to you and make every effort to understand the reasons for your complaint.
- endeavour to resolve your problem at your first point of contact.
- ownership of your complaint to ensure resolution; and
- offer fair solutions quickly.

Compliments or Comments

We truly value and listen to any comments and feedback about our services, members, and staff. We want to know how we can support our community, children and families better. For that reason, there are many ways you could express your opinions, feelings and ideas with us. If there is anything you would like to comment, compliment, or reflect about, feel free to email us to contact us by phone, text or WhatsApp at **02392 293765** or **07496426314** or email us at: info@urbond.org.

You can also complete our Feedback form which you can find at the end of this document and send it to us via email.



Complaints

What can I complain about?

- If you are unhappy with the standard of service provided by URBOND
- If you feel that URBOND has failed to do something that it should have done
- If you feel that URBOND's staff, trustees, volunteers or students have been unhelpful or have treated someone unfairly.
- If you believe that URBOND has not followed any of its policies, procedures or rules correctly.
- If you believe that URBOND has not met any defined regulations or standards
- If you believe that illegal activity is taking place or that people/property are at risk of harm, this is an emergency situation. As such you would need to contact the emergency service by phoning 999 and then contacting URBOND

Please do not use the complaint system to make a general enquiry, request a service, report a fault, or ask for an explanation of a situation. Instead, either call the office telephone number (02392 293765) or email info@urbond.org

URBOND will aim to investigate all complaints in a timely manner and to meet with all set timescales.

How do I make a complaint?

For non-emergency complaints, please complete the Complaints form (see Appendix). If you would prefer or are not able to complete this, please send us full information about the complaint to info@urbond.org For all complaints, please can you:

- Include the date of the situation that the complaint is about.
- The reason for the complaint
- What you would like URBOND to do about your complaint if anything
- Any other information that may help us to investigate the complaint i.e., details of any other people involved/witnesses etc.



We may ask you for further information, as and when needed. We will take every reasonable step to keep your identity confidential. However, in order to investigate and respond to your complaint, staff, or trustees (or other organisations if involved in the complaint) may need to know the full information. The Chief Executive will have final decision on who receives information.

Filing a complaint

Complaints will only be accepted from persons willing to disclose their identity. Complaints are not merely comments about the service – they are investigated when the 'complainant' puts on record, preferably in writing, a description of the complaint. Should the initial complaint be received by telephone – the complainant will be asked to put the complaint in writing, for signature verification.

On receipt of a complaint this will be defined, and the Chief Executive will exercise judgement about the seriousness with which it will be treated and the resources allocated to this task.

Complaints may be received by any URBOND members who will pass them on to the Chief Executive.

Who conducts the investigation

The complaint will be dealt with by the relevant person of the volunteer arm of the Organisation, including:

- the Chief Executive,
- Board members of the Organisation;

Where appropriate considering the nature of the complaint the Chief Executive may refer to the Board members for guidance on the relevant body to consider the complaint. This guidance may include an initial body to consider the complaint and/or escalation to another body dependent on initial findings.

Aspects considered by the investigation

The Chief Executive of the Organisation will conduct any necessary investigation considering whether it:

- falls within any relevant Code of Conduct.
- is covered by other policies (e.g., Safeguarding Policy);
- it concerns any other party.



Outcome

A speedy and timely response will be sent to the complainant and to other parties if necessary. A copy of the outcome will also be sent to the Chief Executive to be filled.

Should the complaint be of such a nature as to warrant disciplinary action, e.g. flagrant disregard of rules, health and safety, equity policy, this may be pursued further following recommendation from the original findings. This may be in accordance with the Grievance and Disciplinary Policy and/or, at the Board's discretion, may be referred to the Disciplinary Committee for further review in accordance with its terms of reference.

Submitting complaints

Should you wish to make a complaint this can be put in writing to URBOND and sent to:

Unit 12, Challenge Enterprise Centre

Sharps Close

Portsmouth

PO3 5RJ

or via email on info@urbond.org

Complaint Form

URBOND wants to provide everyone with the opportunity to give feedback on the work that we do whether that be on our delivery, staffing or other aspect of our work. We value your feedback and are committed to using your complaints to improve and develop the way we do things. To make a complaint, please complete the form below.

(If you are providing additional information, including photographs or leaflets etc, please outline this in the appropriate section and let us know if you would like these returned to you.

Once you have completed the form, please e mail this to info@urbond.org or send to URBOND Offices: Unit 12, Challenge Enterprise Centre, Sharps Close, Portsmouth, PO3 5RJ



Section 1

Title	
First Name	
Surname	
Address	
Post code	
E mail address	
Phone number	

Section 2

What is the nature of your complaint? (Please outline below the key details of your complaint including:

- The date of the situation that the complaint is about
- The reason for the complaint
- What you would like URBOND to do about your complaint, if anything
- Any other information that may help us to investigate the complaint i.e. details of any other people involved/witnesses etc.

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If you have complained about this matter before, please can you complete the section below:

When did you first complain about this matter?	
Was your complaint in writing?	
Did you receive a written reply?	
If yes, can you tell us when you received	



this and where possible include a copy of this letter	
If more than 3 months have passed since the incident that triggered your complaint, please tell us why you have not complained before	

If you have any document to support your complaint, please send them with this form.

We will respond to you as per our Comments, Compliments and Complaints policy

Name	Signed
Date	

Feedback



What activity/activities do you do with URBOND?

- Football
- Volleyball
- Basketball
- Youth Club
- HAF
- Mentoring
- Parenting
- Workshops
- Dancing
- Work Experience
- Other:

What do you like about the activity?

- Exercising
- Socializing
- The team
- Opportunities for the future.
- Fun
- Learning
- Other:

Is there anything we could do to improve?

Would you recommend URBOND to your friends/family?

Yes No

On the scale 1 to 10, how would you rate URBOND?

1 2 3 4 5 6 7 8 9 10

Any comments or suggestions

Age: