



# ACTIVE HUMBER

## Complaints Procedure

Active Humber is committed to providing a high-quality service, but in any organisation there may be occasions when things do not happen as intended and you may not be happy with the service you receive. When this happens, we want to put matters right quickly (so that we can learn from our mistakes and improve the way we do things in the future).

This procedure will help if you believe that Active Humber has:

- Failed to do something that was agreed
- Not done something we should have
- Acted unfairly or discourteously
- Treated you or others in an unprofessional manner
- Failed to follow an agreed course of action
- Not responded in an appropriate timeframe

### **Making a complaint**

First, it is always best to try to resolve the matter with Active Humber; as there may have been a mis-understanding or the issue can be easily resolved there and then. You should initially speak to the person concerned (or Line Manager) advising them:

- What the problem is
- How it came about
- How the issue has affected you
- What you would like actioned

Please see page 3 for complaints process.

### **How to make a formal complaint**

If you have been unable to resolve your complaint informally at the point of service, it will help if you put your complaint in writing, explaining what we have done wrong and what you think we could do to put it right.

### **You can make a formal complaint**

- By writing a letter
- By using the complaints form (page 4-5)
- By making a personal visit to the Active Humber offices

If you make a formal complaint by personal visit to the office we will complete the complaints form with you.

On receipt of any Formal Complaint we will write to you if you would like us to, within 10 days, to acknowledge receipt and confirming our understanding of what your complaint is about. If we cannot give a full response within 10 days we will tell you how long we expect to take before the response can be provided.

We are committed to putting things right and the Chief Executive has overall responsibility for the Active Humber Complaints' Procedure.

### **Our Promise**

If you write to us, we will try to respond fully within 10 working days. If this is impossible, because of the complex nature of your complaint, we will acknowledge your letter within five working days of receipt and let you know who is looking after your query, what action we are taking and when a reply can be expected.

### **What to do next**

If you are still unhappy, you can contact the Chair of Active Humber Trust Board (details listed below).

### **Still dissatisfied?**

We will do all that we can to resolve your complaint at an early stage. However, if you are still dissatisfied with our response, you will have the right to ask for your complaint to be reviewed by an independent review panel, which is made up of two members of the Trust Board and an independent lay person. If your complaint is referred to a complaints panel, we will contact you about the date of the panel's meeting. You will have the right to attend and put your case forward. We will advise you in writing within 10 working days what decisions have been taken on the panel's recommendations. Our letter will give reasons for the decision and the steps to be taken.

Please note that all details will be held in accordance with the Data Protection Act.

Please send all correspondence to:

**David Gent**  
**Chief Executive**  
**Active Humber**  
**Unit 2, Bilton Grange Health Annex, Diadem Grove, Hull, HU9 4AL**  
**01482 244 344**  
**[dgent@activehumber.co.uk](mailto:dgent@activehumber.co.uk)**

Or email the partnership via the website [www.activehumber.co.uk](http://www.activehumber.co.uk)

The Chair of the Board is:

**Richard Smith**  
**[chair@activehumber.co.uk](mailto:chair@activehumber.co.uk)**

Your feedback is essential and we welcome your comments, as these help us to review and develop our services. By making your views known, you assist us achieve the highest possible standards and provide a better service to everyone.

# The Active Humber Complaints Procedure

## STAGE 1

**Stage 1:**  
**Complaint made to member of Staff or  
respective Line Manager**

Problem Solving: Resolve through discussion with the Staff  
Member or Line Manager

If dissatisfied, proceed to **Stage 2: Formal Investigation**

## STAGE 2

Complaint made in writing to the  
Active Humber Chief Executive

Within 10 working days you will receive our response  
or be advised who will respond and when

If still dissatisfied, proceed to **Stage 3: Independent Review Panel**

## STAGE 3

Submit a completed form to the Trust Board  
Chair within 10 working days of confirmation  
of decision made in Stage 2

Within 10 working days, you are invited to attend a meeting with the  
Independent Review Panel

Within ten working days, you'll receive written confirmation of the  
decision made

***This is the final level of appeal***



# ACTIVE HUMBER

## Complaint Form

Please fill in the form and send it directly to the Active Humber Chief Executive.

Title: Mr  Mrs  Ms  Miss  Other

First name(s)  Surname:

Address:

Email address:

Telephone:

This number is:  Best time to call is:

Preferred contact method:

Date of Birth:

Your involvement:  Volunteer  Coach  Player  Official  
 Parent  Teacher  Other  
 Sports Development Professional

Name of service or officer the complaint is about:

What is the complaint about?

What should Active Humber do to put things right?

Is there anything further you wish to add?

Is this the first time you have made a complaint to Active Humber?

YES/NO (if no, please specify when the previous complaint was made)

Signature

Dated

Please email or send the form to:

**STRICTLY PRIVATE & CONFIDENTIAL**

**David Gent - Chief Executive, Active Humber, Unit 2, Bilton Grange Health Annex,  
Diadem Grove, Hull, HU9 4AL**

**IF YOU REQUIRE A LARGE PRINT COMPLAINTS  
FORM, OR YOU ARE UNABLE TO PRINT OR  
EMAIL YOUR COMPLAINT FORM, PLEASE  
CONTACT KERRY CONNER ON 01482 244 344**