

July 2026

Complaints Handling Policy

Version 1.0



Careers Springboard Gerrards Cross

REGISTERED CHARITY NUMBER: 1028040

Complaints Handling Policy

Adopted: July 2026 | Review Date: July 2027 | Approved by the Trustee Board

Policy Owner	Chair of Trustees
Applies To	Members, donors, volunteers, and members of the public
Last Reviewed	July 2026

1. Our Commitment

Careers Springboard Gerrards Cross values all feedback. We take complaints seriously and are committed to resolving them fairly, consistently, and as quickly as possible. We will not treat any person less favourably because they have raised a complaint.

2. What is a Complaint?

A complaint is any expression of dissatisfaction with our services, volunteers, communications, or conduct that requires a response. This includes:

- Concerns about how a member has been treated during a session
- Dissatisfaction with the quality of advice or support received
- Concerns about the behaviour of a trustee or volunteer
- Concerns about how personal data has been handled
- Any other matter where you feel the charity has fallen short

3. How to Make a Complaint

Complaints should be submitted in writing to: info@careersspringboard.org.uk

Or by post to: The Chair of Trustees, Careers Springboard Gerrards Cross. United Reformed Church, 1st Floor Church Hall St Andrews, 12 Packhorse Rd, Gerrards Cross SL9 7QE

We will acknowledge your complaint within 5 working days.

4. Our Complaints Process

Stage 1 — Informal Resolution (within 15 working days)

A nominated trustee will investigate your complaint and provide a full written response within 15 working days of acknowledgement. We will try to resolve most complaints at this stage.

Stage 2 — Formal Review (within 20 working days)

If you are not satisfied with the Stage 1 response, you may request a formal review in writing within 15 working days of receiving the Stage 1 response. The Chair of Trustees will convene a small panel (not including anyone involved in the original complaint) to review the matter. A written decision will be issued within 20 working days.

Stage 3 — Escalation to the Charity Commission

If you remain dissatisfied after Stage 2, you have the right to refer the matter to the Charity Commission for England and Wales. We will not obstruct or discourage you from doing so.

The Charity Commission can be contacted at: www.gov.uk/complain-about-charity

5. Timescales at a Glance

Step	Timescale
Acknowledgement	Within 5 working days of receipt
Stage 1 Response	Within 15 working days of acknowledgement
Request Stage 2	Within 15 working days of Stage 1 response
Stage 2 Decision	Within 20 working days of Stage 2 request

6. Confidentiality

All complaints will be handled confidentially. Information will only be shared with those who need to know in order to investigate and resolve the matter.

7. Learning from Complaints

The trustee board will review a summary of complaints received each year to identify any recurring issues and improve our services.