

Spectra Group Company Policy



Complaints Policy & Procedure

Complaints Process and Procedure

1. Introduction/Policy Statement

Spectra is committed to providing high-quality services and ensuring accountability to all stakeholders. We value feedback, including complaints, as an opportunity to improve and enhance our services. This complaints policy aims to provide a transparent, fair, and accessible process for addressing concerns raised by individuals or groups affected by our work. We are dedicated to handling complaints promptly, impartially, and confidentially, ensuring that all complaints are treated seriously and in accordance with our values of respect, integrity, and accountability.

2. Scope

This policy applies to all individuals and groups who interact with our organisation, including service users, donors, volunteers, partners, and the general public. It also covers complaints relating to any aspect of our work, including services provided, the conduct of staff, volunteers, or representatives, and the policies or procedures of the organisation. All colleagues, including staff and volunteers, are expected to adhere to this policy and play a role in facilitating the effective handling of complaints.

3. Definitions

A complaint is any expression of dissatisfaction, whether justified or not, made by an individual or group about the organisation's activities, services, staff, volunteers, or representatives. This may include concerns related to the quality of services provided, conduct or behaviour, or any perceived failure to meet expected standards.

4. How to Make a Complaint

Complaints can be made in writing, by email, phone, or in person. We recommend providing the following details to help us process your complaint:

- Your name and contact details.
- A clear description of your complaint.
- Any relevant documents or evidence.
- Your desired outcome.

Contact Information for Complaints:

Care Leaver Covenant Matters

- Email: info@mycovenant.org.uk
- FAO: Head of Impact
- Phone: 0800 077 3557
- Address: Spectra First Ltd, 38-39 The Chubb Buildings, Fryer Street, Wolverhampton, WV1 1HT

Non Care Leaver Covenant Matters

- Email: hello@spectraconnect.co.uk
- FAO: Office Manager
- Phone: 0800 077 3557
- Address: Spectra First Ltd, 38-39 The Chubb Buildings, Fryer Street, Wolverhampton, WV1 1HT

5. Acknowledgment of the Complaint

We will:

- Acknowledge receipt within **2 working days**.
- Provide the name of the staff member handling the complaint which will be a manager.
- Give an estimated timeframe for response.

6. Initial Review

The designated manager will:

- Review the complaint and gather relevant information.
- Contact the complainant for clarification if necessary, offering both written and verbal formats to ensure accessibility.

This stage will be completed within **10 working days**.

7. Response and Resolution

We will provide a written response within 30 days of receipt. If additional time is needed, the complainant will be informed and updated accordingly.

8. Escalation Process

If the complainant is not satisfied with the response:

- They may request a review by a member of the Senior Leadership Team.
- The senior director will conduct a review and issue a decision within 15 working days.
- Spectra reserves the right to engage an independent adjudicator if necessary.

9. Appeals Process

If the complainant remains dissatisfied after the escalation stage, they may initiate a formal appeal:

- **Requesting an Appeal:** The appeal must be submitted in writing within 10 working days of the escalation response.
- **Appeals Panel Lead:** The appeal will be reviewed by a different member of the Senior Leadership Team who was not involved in earlier stages.
- **Review Process:** The panel will re-examine all documentation, decisions made, and any new information provided.
- **Outcome and Final Decision:** A final written decision will be issued within 15 working days following receipt of the written appeal. This decision will be final and conclude the internal complaints process.

10. Confidentiality

All complaints will be handled in a manner consistent with data protection laws and treated with appropriate discretion.

11. Monitoring and Improvement

All complaints are logged, reviewed for trends, and reported to senior management to inform service improvements.

Issue Date	Signed off by HRD	Review Date
April 2025	10 th April 2025	April 2026

Dr Elaine Palmer-Taylor:

