

Complaints Policy

Reviewed: June 2017

Introduction

The Spark Foundation (Spark) very much hopes that its actions will not give rise to complaints but it recognises that this may happen. If it does the following will be the procedure followed by Spark to resolve the complaint.

Stage 1 – informal

In the first instance your complaint should be made to the administrator admin@sparkfoundation.org.uk. If your complaint is against the administrator then send it to the chair, at chair@sparkfoundation.org.uk

You will receive an acknowledgement of receipt of the complaint within 5 working days. Spark will see if it is possible to resolve the matter informally. This stage will be completed within 21 working days of the receipt of the complaint and you will be contacted with the outcome of this investigation.

Stage 2 – formal

A formal investigation will be instituted if either:

- You are not happy with the outcome of the informal resolution and ask for a formal investigation, or
- It is not appropriate for the complaint to be resolved informally

In either case you will receive an acknowledgement of receipt of the complaint within 5 working days.

This investigation will be undertaken by a trustee who has not been involved in any way with any informal investigation. A full written response will be sent to you within 4 weeks of the beginning of this stage. If there are any delays to this timescale you will be notified.

Stage 3 – appeal

If you are not happy with the formal investigation you can appeal. This should be in writing. Information on who to send the appeal to will have been included in the response in Stage 2 above. You will receive an acknowledgement of receipt of the complaint within 5 working days.

This stage will be carried out by an independent person with no contact with any prior stages of the investigation and not a part of Spark. A full written response will be sent to you within 4 weeks of the beginning of this stage. If there are any delays to this timescale you will be notified.