



## Complaints Policy

Nurture Space Ltd is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

### **Therefore, we aim to ensure that:**

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures
- We recognise that many concerns will be raised informally, and dealt with quickly.

### **Definitions:**

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction; however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our services, facilities, staff and volunteers.

### **Responsibilities:**

Nurture Space Ltd's responsibility will be to:

- acknowledge a complaint has been made (usually, but not always, in writing)
- respond within a stated period of time.
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

### **A complainant's responsibility is to:**

- bring their complaint, in writing, to the Director of Nurture Space Ltd attention normally within 8 weeks of the issue arising.
- explain the problem as clearly and as fully as possible, including any action taken to date.
- the Director of Nurture Space Ltd a reasonable time to deal with the matter, and
- recognise that some circumstances may be beyond Nurture Space Ltd's control.

**Confidentiality:**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and person who the complaint is about, maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

**Date of Policy** – August 2024

**Review date of Policy** – August 2026

**Produced by** – Ruth Moor – (Director of Nurture Space Ltd)

**Signed -**

A handwritten signature in black ink, appearing to read 'Ruth Moor', written over a horizontal line.