

Complaints Policy	P-11 This Policy should be read in conjunction with Staklife's Codes of behaviour , Safeguarding, Equal Opportunities and neuro affirmation Policy's
Version	V01
Date of Origin	07/07/2025
Responsible person	Director – Tristan Kluibenschadl
Review Date -	13/08/20 27
Amendments	Reviewed 13/08/25- Added that no complainant will be victimised, definition of a complaint to section 5 regarding impartiality, and independent review

Our commitment

1. This procedure outlines how individuals can raise complaints and how we will respond.

STAK.life CIC is committed to providing high-quality services and maintaining a positive, inclusive, and safe environment for all. We value feedback, including complaints, as an opportunity to learn and improve. STAK.life CIC will ensure that no complainant is victimised or retaliated against for making a complaint in good faith.

2. Scope

This procedure covers complaints from:

- Service users
- Members of the public
- Partners and stakeholders
- Volunteers and staff (excluding employment-related grievances)

3. Principles

- Complaints are handled fairly, confidentially, and without discrimination
- All complaints will be acknowledged and responded to promptly
- We aim to resolve issues informally wherever possible
- We learn from complaints to improve our services

Complaints

"A complaint is an expression of dissatisfaction, whether oral or written, about the standard of service, actions, or lack of action by STAK.life CIC, its staff, or volunteers."

a) Informal Resolution

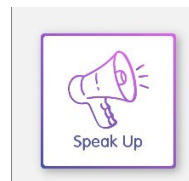
In many cases, complaints can be resolved quickly and informally. We encourage individuals to first raise concerns directly with the staff member or volunteer involved, if appropriate. If this is not appropriate then please raise with one of the directors in person, or via our iTrust application - (See **reporting a concern** below)- we firstly try to informally resolve the issue.

b) Formal Complaint

If the issue cannot be resolved informally or is serious, then a formal complaint can be submitted.

4. Reporting a Complaint

To make a complaint you can scan the iTrust QR code and select the "Speak up" option and follow the prompts. It gives an option to report anonymously on the application if you so wish, to inform us of an issue.



Alternatively you can report your complaint by:

Email: staklifeoffice@gmail.com

Please include:

- Your name and contact details
- A clear description of the complaint
- Any relevant dates, times, and people involved
- Any evidence or documentation

5. What Happens Next

A. Acknowledgement

We will acknowledge receipt of your complaint within 5 working days.

B. Investigation

A Director will investigate the complaint. This may involve speaking to those involved and reviewing any documentation. If one of the Directors is the subject of,

or is involved in the complaint, then it will be assigned to an independent person or another Director with no prior involvement in the matter.

C. Response

We aim to respond fully within 15 working days. If more time is needed, we will let you know and explain why.

6. D. Outcome

You will receive a written response outlining:

- What was found
- Any action taken
- Any changes we plan to make

7. If You're Not Satisfied

If you are unhappy with our response, you can request a review by a different Director. This should be requested within 10 working days of receiving the outcome.

8. Escalation Outside the Organisation

If you remain dissatisfied after the internal review, you may request an independent review, by ITrust.

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9. Confidentiality and Data Protection

All complaints are handled in line with our confidentiality policy and data protection obligations. Information is shared only with those who need to know in order to investigate and resolve the issue.

10. Monitoring and Learning

All complaints are logged and reviewed regularly by the senior management team to identify any recurring issues or opportunities for improvement.

STAK.life CIC is committed to learning, accountability, and transparency. Your feedback helps us grow.

9. Other relevant Policies

Codes of behaviour

Safeguarding

Equal Opportunities

Neuro -affirmation



Financial Authorisation

For any queries regarding this policy, please contact: Staklifeoffice@gmail.com