



Complaints Policy

1. Policy Statement

Gags for Good CIC is committed to providing high-quality, inclusive, and positive experiences through all our workshops, events, and community activities.

We welcome feedback and take complaints seriously. We believe that listening to and learning from complaints helps us improve our work, strengthen trust, and maintain our commitment to fairness, dignity, and respect for all.

2. Purpose

This policy sets out how anyone involved with Gags for Good including participants, audience members, partners, staff, or volunteers can raise a concern or complaint and how it will be handled.

3. Scope

This policy covers:

- Behaviour or actions by staff, directors, facilitators, or volunteers.
- The quality, safety, or accessibility of our workshops, performances, or events.
- The administration or management of our organisation.
- Concerns about how a decision has been made.

Complaints relating to **safeguarding** or **criminal activity** will be handled under our **Safeguarding Policy** and referred to the relevant authorities.

4. Our Principles

All complaints will be:

- Taken seriously and handled promptly.
- Treated confidentially and with respect.

- Investigated fairly and impartially.
- Responded to in clear, accessible language.
- Used as a learning opportunity to improve our services.

We will not tolerate victimisation or retaliation against anyone who raises a genuine concern.

5. How to Make a Complaint

a. Informal Stage

If you feel comfortable, please raise your concern informally with the person involved or with a member of staff as soon as possible.

Most issues can be resolved quickly through open and respectful communication.

b. Formal Stage

If the issue is not resolved, or if you prefer to make a formal complaint, please submit your concern in writing to the **Complaints Lead** (or to the Chair if your complaint involves a director).

Complaints Lead:

Name: April Thompson

Email: hello@gagsforgood.org

Postal address: 36 Bishops court Road, Sheffield, S8 9HP

Your written complaint should include:

- Your name and contact details.
- What happened, when, and who was involved.
- How you would like the issue to be resolved.

We aim to acknowledge receipt of your complaint within **5 working days** and provide a full response within **20 working days**.

6. Investigation

- The Complaints Lead will review the complaint and may speak with relevant people or request further information.
 - Where appropriate, an independent person (not directly involved) may assist in the investigation.
 - Both sides will be given a fair opportunity to respond.
 - A written outcome will be provided, summarising the findings and any actions taken.
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7. Appeals

If you are not satisfied with the outcome, you may request an appeal within **14 days** of receiving the response.

The appeal will be reviewed by the **Chair of the Board** (or a director not previously involved), whose decision will be final.

8. Learning & Improvement

All complaints and their outcomes will be logged in a **Complaints Register**, reviewed annually by the Board of Directors to identify patterns or areas for improvement.

Where appropriate, we will update our procedures or provide additional training.

9. Confidentiality & Data Protection

All information will be handled sensitively and in accordance with our **Data Protection & Privacy Policy**.

We will only share information where necessary to investigate or resolve the complaint.

10. Accessibility

We recognise that some people may have communication or access needs.

Complaints can be made in writing, verbally, via email, or through an advocate or support worker.

We will make reasonable adjustments to ensure everyone can raise concerns easily.

11. Review

This policy will be reviewed annually to ensure it remains fair, accessible, and effective.

Approved by the Board of Directors:

Date: 13/11/2025



Signed:

(Chair/Director)

Review Date: 13/11/2026