HHO External Complaints Policy

At Hengistbury Head Outdoors, we are committed to providing a high-quality, respectful, and transparent service. We welcome feedback and take all complaints seriously as an opportunity to improve.

A complaint is any expression of dissatisfaction about our services, staff, or actions that requires a formal response. We will investigate complaints fairly, respond promptly, and use lessons learned to improve our services.

What We Will Consider

We will investigate complaints relating to:

- The quality of our service
- The conduct of our staff, Directors or Volunteers
- Actions or omissions by staff, Directors or Volunteers or individuals acting on our behalf

We will not investigate complaints relating to:

- Organisational policies or strategic decisions
- Individuals not employed or contracted by us
- Issues that have already been fully investigated
- Vexatious, abusive, hypothetical, or anonymous complaints (although anonymous concerns may be reviewed where appropriate)

Complaints Process

Stage 1

- A complaint needs to be lodged with the Society Secretary of if against the Society Director, an independent Director, it should include the contact details of the complainant. This may be on line or in writing
- Complaint received and logged
- Acknowledgement sent within 5 working days
- Complaint will be reviewed by a Director and the Society Secretary against the Rules, Policies, Procedures and any other legal responsibilities for which HHO Directors, Employees and volunteers are accountable. If the Complaints Director or Society

Secretary is the person whom the Complaint is against, it will be processed by the Director who is not the subject of the complaint.
- If it is against multiple Board members, Trusted Advisors or Volunteers, the Board will hold a special meeting to consider the response.
- A response provided within 20 working days of the Complaint being logged

If you are satisfied with the response, the complaint will be closed and any lessons learned recorded.

Stage 2 – Review Request

If you were dissatisfied with the Stage 1 response, you may request a review of the decision.

- You will be sent an acknowledgement within 5 working days
- The Complaint will be reviewed and further investigated by an Internal Complaints Sub-Committee. This may include a senior employee.
- An initial or final response will be provided within 30 days
- Where further investigation is required, a final response will be issued within a further 30 days

Following Stage 2, the complaint will be closed and any lessons learned recorded.

If you remain dissatisfied after the completion of our complaints procedure, you may refer the matter to the Charity Commission for England and Wales, which has the authority to investigate charitable Community Benefit Societies.

We are committed to handling all complaints fairly, respectfully, and without discrimination, and we ask that all parties involved treat each other with the same courtesy and respect.