



Complaints Procedure Policy 2025/26

Policy Name	External Complaints Procedure Policy
Last reviewed	October 2025
Next review	December 2026
Reviewed by:	Programme Development Manager (Remi Luke)

Active Fusion welcomes constructive feedback on its activities, whether positive or negative, and recognises that, from time to time, people or organisations external to Active Fusion may feel their expectations have not been met by staff.

The principles underpinning this procedure are that Active Fusion will:

- Consider external complaints impartially and professionally within reasonable timeframes
- Encourage informal conciliation where possible
- Give fair and full consideration of complaints made in good faith
- Respect the privacy of complaints and disclose only the information necessary in order to process the complaint

The procedure may be used by anyone externally who has been affected by the activities of Active Fusion, except where the matter raised falls within one of the following categories:

The procedure does not extend to:

- Human Resource issues such as appointments of staff, pay or discipline, where separate procedures exist
- Complaints by or regarding members of Active Fusion staff, where separate procedures exist
- Release of information under the Data protection and Freedom of Information Acts, where separate procedures exist
- Contracts, insurance claims and other commercial and financial transactions
- Active Fusion reserves its rights not to investigate or take any action in relation to a complaint received anonymously or received on behalf of an anonymous complainant through a third party
- Complaints received in good faith will be considered and Active Fusion reserves the right to decline to consider any complaints it considers frivolous, vexatious, defamatory, abusive and/or motivated by malice, or to enter into continuing correspondence about such complaints, and reserves its rights to take any further action which it regards as appropriate in respect of such complaints
- In the event that a group complaint is received, or a complaint from a member of a group, then Active Fusion requires that one person be appointed to act as correspondent and spokesperson for that group for the purposes of this procedure
- Data Protection legislation prevents the handling of complaints made by a third party, unless the person wishing the complaint to be made in this way has given express permission.

Informal Resolution

Complaints can usually be resolved quickly and satisfactorily on an informal basis. If possible, you should contact the member of staff most directly involved with the situation with a view to resolving the issues informally. Such contact should be made as soon as possible and in any event within 20 working days of the situation arising.

Making a Formal Complaint

To lodge a formal complaint, you must:

- Where appropriate, have attempted to resolve the issue informally by approaching the individual directly responsible for your area of concern, and have a good reason to consider that the matter has not been satisfactorily resolved
- Submit your complaint in writing within 30 working days of the situation arising – Info@activefusion.org.uk
- A member of the senior management team will acknowledge receipt of your complaint normally within 5 working days and will arrange for your complaint to be investigated by an appropriate manager.

The manager appointed to investigate your complaint is responsible for determining the actions needed to investigate and bring the complaint to a satisfactory conclusion. These may or may not include meeting the parties directly involved. She/he will provide a full written response to your complaint, normally within 20 working days. Where the investigation cannot be completed within that time for good reason (such as staff unavailability, or because the matter is complex), you will be provided with a revised timescale.

Final Review

If you are dissatisfied with the written response to your formal complaint, you may request that the matter is referred to a member of the Senior Leadership Team. The appropriate manager will acknowledge receipt of your form normally within 5 working days and will arrange for the outcome of your complaint to be reviewed by the appropriate member of the Senior Leadership Team.

The Senior Leadership team is responsible for determining whether the complaint outcome was sound. They're conclusions will be provided in writing, normally within 20 working days. Where the review cannot be completed within that time period for good reason (such as staff unavailability, or because the matter is complex), you will be provided with a revised timescale.

The decision of the Senior Leadership member is final and there will be no further avenue of review in Active Fusion.

Monitoring Complaints

The Trustees of Active Fusion, through its Governance Committee, monitors the nature and frequency of complaints about Active Fusion made by external parties at quarterly board meetings.

Confidentiality

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We may also give your personal information to other people and organisations if we have to do so by law or if you have given us permission.

All investigation records will be stored confidentially.