

## Complaints Procedure

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Active Sussex is committed to providing a high-quality service, but in any organisation there may be occasions when things do not happen as intended and you may not be happy with the service you receive. When this happens, we want to put matters right quickly (so that we can learn from our mistakes and improve the way we do things in the future).

This procedure will help if you believe that Active Sussex has:

- failed to do something that was agreed;
- not done something we should have;
- acted unfairly or discourteously;
- treated you or others in an unprofessional manner;
- failed to follow an agreed course of action;
- not responded in an appropriate timeframe.

### **Making a complaint**

First, it is always best to try to resolve the matter with Active Sussex as there may have been a misunderstanding or the issue can be easily resolved there and then. You should initially speak to the person concerned (or email [info@activesussex.org](mailto:info@activesussex.org)) advising them:

- what the problem is;
- how it came about;
- how the issue has affected you;
- what you would like actioned.

### **How to make a formal complaint**

If you have been unable to resolve your complaint informally at the point of service, please send us your complaint in writing (by letter or email), using the complaints form below, explaining what we have done wrong and what you think we could do to put it right.

### **Our Promise**

On receipt of a Formal Complaint, we will write to you within 10 days, to acknowledge receipt and confirming our understanding of what your complaint is about. If we cannot give a full response within 10 days due to the complex nature of your complaint, we will tell you who is looking after your complaint, what action we are taking and when a reply can be expected.

We are committed to putting things right and the Chief Executive has overall responsibility for the Active Sussex Complaints' Procedure.

### **What to do next**

If you are unhappy with the response you receive, you can contact the Chair of Active Sussex Trust Board (details listed below).



### **Still dissatisfied?**

We will do all that we can to resolve your complaint at an early stage. However, if you are still dissatisfied with our response, you will have the right to ask for your complaint to be reviewed by an independent review panel, which is made up of two members of the Trust Board and an independent lay person. If your complaint is referred to an independent review panel, we will contact you about the date of the panel's meeting. You will have the right to attend and put your case forward. We will advise you in writing within 10 working days what decisions have been taken on the panel's recommendations. Our letter will give reasons for the decision and the steps to be taken.

Please note that all details will be held in accordance with the Data Protection Act.

Please send all correspondence to:

**Sadie Mason MBE**  
**Chief Executive**  
**Active Sussex**  
**University of Brighton Sports Centre**  
**Falmer**  
**Brighton**  
**East Sussex**  
**BN1 9PH**  
  
**01273 642438**

[smason@activesussex.org](mailto:smason@activesussex.org)

Or email the partnership via the website [www.activesussex.org](http://www.activesussex.org)

The Chair of the Trust Board is:

**Stephanie Maurel**

[chair@activesussex.org](mailto:chair@activesussex.org)

Your feedback is essential, and we welcome your comments, as these help us to review and develop our services. By making your views known, you assist us achieve the highest possible standards and provide a better service to everyone.

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