

Complaints Policy

1.1 Introduction

Dallaglio RugbyWorks is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

We recognise that many concerns will be raised informally, and dealt with quickly.

2.1 Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Dallaglio RugbyWorks knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

3.1 Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Dallaglio RugbyWorks – including our services, staff and volunteers.

4.1 Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

5.1 Responsibility

Overall responsibility for overseeing this policy and its implementation lies with the Board of Trustees for Dallaglio RugbyWorks.

6.1 Complaints procedure

Complaints should be made in writing either by email or letter for the attention of the CEO. Email complaints should be sent to info@dallagliorugbyworks.com. Letters should be sent to Dallaglio RugbyWorks, House of Sport, 190 Great Dover Street, London, SE1 4YB. Complaints can be made verbally on request and a statement will be taken.

7.1 Stage 1

In the first instance, the CEO must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

8.1 Stage 2

If the complaint cannot be resolved informally, the following procedure should be explained to the complainant.

- A. In all cases, the complaint must be passed on to the CEO. In the event of a complaint about the CEO the complaint should be passed to the nominated Trustee.
- B. The CEO or the Trustee, depending on the nature of the complaint, must acknowledge the complaint in writing within one week of receiving it.

- C. One of the above will investigate the complaint. Any conclusions reached should be discussed with the staff member involved and their Line Manager.
- D. The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

9.1 Stage 3

- A. If the complainant is not satisfied with the above decision then a sub-group of the Trustee Board will be convened.
- B. The sub-group will examine the complaint and may wish to carry out further interviews, examine files/notes. They will respond within four weeks in writing. Their decision will be final.