

Complaints Procedure

Overview

At Common Purpose we are committed to providing the highest standards of service to our participants, clients, speakers and any other stakeholders. We value feedback and see complaints as an opportunity to learn, improve and ensure accountability.

A complaint is an expression of your dissatisfaction about any aspect of our work or programmes, and/or the conduct of those involved.

This procedure outlines how you can raise a concern or complaint, and how we will respond. The aim of this procedure is to ensure that a complaint is clearly brought clearly to our attention and that we do our utmost to put it right. All the while, exercising due care and sensitivity.

Confidentiality and Safeguarding

All complaints will be handled with discretion and in line with data protection laws. Please note that while we will make every effort to ensure confidentiality, in some cases this may not be possible for legal reasons. Should this be the case, you may be consulted before any of the stages of the complaints procedure outlined below are carried out. If your complaint involves safeguarding concerns, it will be referred immediately to our designated Safeguarding Lead and relevant authorities where required.

Feedback during a programme

Common Purpose has a feedback form system that enables participants to report any day-to-day quality issues to do with their programme at the end of each day. Participants and speakers/guests can also speak to a member of staff during the programme to raise their complaint.

If the on-ground Common Purpose staff team cannot resolve this complaint with you during the programme, they will bring it to the attention of the Complaints Committee as per Stage Two of the process below.

For all other complaints, including those which cannot be addressed through the programme feedback form (for example, if the complaint relates to the staff team), please begin the process from Stage One.

Stage One - making a complaint

You can make a complaint by emailing complaints@commonpurpose.org. To help us respond effectively, please include:

- Your name and contact details
- A clear description of the complaint
- What outcome you are hoping for (if any)

Complaints can be made anonymously, but we may not be able to investigate fully without details.

Stage Two – investigation and review by the Complaints Committee

The Complaints Committee consists of members of Common Purpose's Senior Management Team. The Complaints Committee will acknowledge your complaint and outline a proposed timeline for a response.

The Committee will meet to review the complaint, speaking to any parties involved in the complaint if appropriate, and issue a response as soon as possible.

If the response will take longer than the timeline originally proposed, the Committee will inform you and explain the reasons why.

Stage Three – escalation to the Group Chief Executive

If you feel that the issue has not been dealt with satisfactorily in the second stage, please contact the Common Purpose Group Chief Executive in writing directly. Contact details can be requested via complaints@commonpurpose.org.

The Chief Executive will acknowledge that this has been escalated and outline a proposed timeline for a further response. The Chief Executive will review the complaint, speaking to any parties involved in the complaint if appropriate, and issue a further response as soon as possible.

If the response will take longer than the timeline originally proposed, the Chief Executive will inform you and explain the reasons why.

Stage Four – escalation to the Chair of Trustees

If you feel that the issue has still not been dealt with satisfactorily in the above stages, please contact the Common Purpose Chair of Trustees in writing directly. Contact details can be requested via complaints@commonpurpose.org.

The Chair of Trustees will acknowledge that this has been escalated and outline a proposed timeline for a final response. They will review the complaint, speaking to any parties involved in the complaint if appropriate, and issue our final response as soon as possible.

If the response will take longer than the timeline originally proposed, the Chair will inform you and explain the reasons why.

Taking Your Complaint Further

If you remain dissatisfied after our internal process has concluded, you can contact The Charity Commission for England and Wales: www.gov.uk/complain-about-charity.