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# COMPLAINTS POLICY

Dated 16<sup>th</sup> April 2026

## Purpose

The Blue Light Sports Foundation Complaints Policy is designed to address dissatisfaction expressed by service users, volunteers, donors, funders, or other stakeholders, and to improve the charity's services and processes. It ensures complaints are dealt with fairly, promptly and confidentially while also enabling the charity to learn and adapt from feedback.

## Who Can Complain

- Anyone affected by the charity's services, actions or decisions.
- Service users, donors, volunteers, participants, funders, or external representatives.
- Third parties acting on behalf of someone with consent (such as a parent, guardian, or legal representative).
- Exclusions can include staff complaints, anonymous complaints without sufficient evidence, and matters already settled or under legal process.

## How to Complain

- Complaints should initially be raised informally (verbally or by email) with the relevant staff member or manager. Often, issues can be resolved quickly in this way.
- If informal resolution fails, formal complaints should be submitted in writing to the board of trustees.
- Methods: Letter, email, phone, online form, or using an advocate/representative.

## Stages of the Complaints Procedure

- **Stage 1:** Informal/Local Resolution: The manager or staff responsible for the service to attempt to resolve the complaint quickly, providing feedback within five to ten days.
- **Stage 2:** Formal Investigation: If unresolved, a senior manager or independent investigator undertakes a detailed review, interviewing relevant parties and assessing evidence. Complaints are updated throughout and will receive a written response, usually within twenty to thirty days.
- **Stage 3:** Appeal/Final Review: If still dissatisfied, the complainant can appeal to the board of trustees. The final decision is communicated in writing with details of any remedies or learning objectives.

## Investigating Complaints

- **Acknowledgement:** A written or verbal acknowledgement will be issued promptly within forty-eight hours to one week.
- **Confidentiality:** Only those directly involved in the investigating the complaint will have access to information.
- **Evidence Gathering:** Managers or investigators will collect relevant facts, documents and witness statements.
- **Decision:** Complaints receive a clear, fair and respectful response, with information on remedies and next steps.

## **Resolution and Remedies**

- Remedies can include apologies, explanations, corrections to errors, policy changes, service improvements, or financial remedies if justified.
- Blue Light Sports Foundation records complaints and outcomes internally to ensure continuous learning and improvement.

## **External Escalation**

- Unresolved complaints may be referred to external bodies like the Charity Commission, Fundraising Regulator, or other appropriate commissioners or ombudsmen.
- Complainants are provided with guidance on escalation options if the internal procedure does not satisfy them.

## **Monitoring and Review**

- Complaints records are maintained for accountability, trend analysis, and service improvement.
- Regular reviews by the board of trustees or senior management ensure the policy remains effective, updated, and clear for all service users.
- This policy will be reviewed annually to respond to any changes in legislation.

Signed



Gary Callier  
Founder and Operations Manager