

## Complaints Policy

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Geeks Room views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

### 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 Geeks Room 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

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Geeks Room.

### Where Complaints Come From

Complaints may come from parents/carers, students, volunteers, teachers, club hosts or other organisations that we interact with.

A complaint can be received via email at [admin@geeksroom.org.uk](mailto:admin@geeksroom.org.uk) or by phone on 07979041382, or via the relevant Complaints Form on our website.

This policy does not cover complaints from staff, who should use Geeks Room's Grievance policy.

### Confidentiality

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

### Responsibility

Overall responsibility for this policy and its implementation lies with the Management Team.

Geeks Room commits to responding to all formal complaints within 4 weeks.

### Review

This policy is reviewed regularly and updated as required.

Last update: July 2018