



Lancashire Sport Partnership

Complaints Policy

Date Created	January 2008
Date of Last Review	January 2010
Reviewed By	Lancashire Sport Board
Date of Next Review	April 2012

How can I make my views known?

If you receive a service from Lancashire Sport Partnership, you or someone you choose to represent you, can make a comment, compliment or complaint about our work with you.

You can do this by:

- Writing or emailing us at the address at the end of this information
- Speaking to the person who you receive your service from (or their Manager)

If you decide to make a comment, compliment or complaint about the services we provide, you can expect:

- A prompt and speedy response;
- To be properly listened to;
- To be treated with courtesy and respect; and
- Confidentiality

Any comments you make will not affect any current or future service you may receive from Lancashire Sport Partnership

Who can complain?

Anybody can make a complaint if they are not happy with something that Lancashire Sport Partnership have done, failed to do or has done in an unacceptable way. People who have been refused services may also complain. You may ask a relative or friend to complain on your behalf. If you are making a complaint on behalf of someone else, you must get their consent.

How do I make a complaint?

If you have a problem please talk about it first to the person who provides your service. You can also use this approach for making suggestions about how our services could be improved.

Our aim is to deal with any complaints quickly and to your satisfaction. Your complaint will be taken seriously, no matter who you are or how you complain. Our staff can offer information and explain how the complaints procedure works.

You can make your complaint in whatever way you prefer. If we need to have an interpreter to communicate with you, please do let us know. Please note that complaints will not normally be accepted from complainants about matters that occurred more than 12 months earlier. In exceptional circumstances and where adequate reasons are given, a complaint will be accepted outside this timescale.

How does the complaints procedure work?

There are three stages to the procedure and if you are not happy with Lancashire Sport Partnership's response at any stage you can choose to take your complaint further. You can also withdraw your complaint at any stage. However, if we consider your complaint is about a serious matter, we may still decide to follow it up. Complaining will not guarantee that you get new or alternative services but you will get an explanation about the lack of services or decisions made. Your complaint could help us to improve our services in the future.

Stage 1 – Local resolution/problem solving stage

Most complaints can be settled quite simply by discussing your problem with a member of staff on hand. You may prefer to write to us. We will aim to settle your complaint as quickly as possible. This will usually take us between 10 and 20 working days.

If it is not possible to settle your complaint locally, or you remain dissatisfied with the answer you receive, you may want to make a Stage 2 complaint.

Stage 2 – Investigation Stage

If your complaint can't be sorted out, you can make a Stage 2 complaint. To do this, please contact:

Adrian Leather
Lancashire Sport Partnership
Darwen House
Walker Business Park
Guide
Blackburn
BB1 2QE

Tel: 01254 584026

Email: aleather@lancashiresport.org.uk

When we receive your complaint, we will make arrangements for somebody who hasn't been involved in your case or complaint to investigate it. It will take us between 25 and 65 working days to report on and respond to your Stage 2 complaint. We will keep you informed of progress throughout this period.

What if I am not satisfied with the response to my complaint?

Stage 3 – Review Panel

If you are not happy with the explanation or solution offered to your Stage 2 complaint, you have the right to ask for your complaint to be considered again, this time by an Independent Review Panel.

A Review Panel will be held within 30 working days of your request. The Review Panel will decide whether your complaint has been dealt with fully and fairly. They may make recommendations to the Corporate Director.

We hope our complaints procedure will help you to make your concerns known to us whenever you feel unhappy with our services.

Using the complaints procedure does not affect your right to contact Lancashire Sport Partnership

Lancashire Sport Partnership
Darwen House
Walker Business Park
Guide
Blackburn
BB1 2QE

Telephone: 01254 584069

E-mail: contact@lancashiresport.org.uk