



SOCIAL VALUE 360 LTD

Concerns Complaints and Compliments Policy

2026 to 2027 | Version 1.3

Policy owner: Roy Ramrutton, Responsible Director

Prepared: 23 September 2026

Approved by: Roy Ramrutton, Responsible Director, SOCIAL VALUE 360 LTD

Approval and effective date: 23 September 2026

Next review: 23 September 2027 or earlier if required

Purpose and access

Social Value 360 welcomes feedback about its programmes, activities and services. This policy is open to participants of all ages, parents, carers, staff acting on behalf of participants, partners and members of the public. We aim to resolve concerns fairly, learn from mistakes and recognise good work.

You may raise an issue verbally, by telephone, email or letter, or through an authorised representative. No special wording or form is required. We offer accessible formats and reasonable help, including support for children and people with communication needs. Making a complaint in good faith must not affect access to our services or lead to retaliation.

Main contact: Roy Ramrutton | roy@socialvalue360.co.uk | 07789 993621. Postal address: SOCIAL VALUE 360 LTD, 58 Bridge Street, Basildon, Essex, SS15 4AY.

Which route to use

A concern seeks clarification or reassurance; a complaint expresses dissatisfaction with an action, omission or service. You can ask for formal consideration without first completing an informal stage, especially where the issue is serious or sensitive.

Immediate danger: call 999. Safeguarding concerns, abuse and allegations against people working with children or adults at risk are acted on immediately through the Safeguarding Policy. Do not wait for complaint timescales. Privacy complaints go to the privacy lead and follow the requirements below. Staff employment grievances use the applicable employment process. Assessment appeals and regulated qualification complaints follow the relevant provider or awarding organisation procedure where applicable.

Where issues overlap, we explain who is handling each part and coordinate the response. An external investigation may affect particular enquiries, but we continue necessary protective action and explain any justified delay. Legal action does not automatically close a complaint.

Stage 1 concerns and early resolution

Tell the activity lead or main contact what happened and what would help. We aim to acknowledge within five working days and provide an answer or agreed action within ten working days. Working days are Monday to Friday excluding public holidays in England.

We record the issue and any agreement. If it remains unresolved, or you prefer formal consideration, ask for Stage 2. Informal resolution is not compulsory and does not prevent external reporting.

Stage 2 formal investigation

Send the complaint to the organisation using the email or postal address above. If it concerns Roy Ramrutton, state that it requires an impartial reviewer. Roy must arrange a reviewer with no involvement or conflict of interest and must not investigate or decide a complaint about himself. Reviewer details are provided when the reviewer is appointed; there is no separate standing complaints contact. Describe the issue in your own way, with dates, supporting information and the outcome sought if possible. We help clarify the complaint rather than rejecting it for incomplete wording.

We acknowledge within five working days, identify a reviewer who was not directly involved and confirm the issues and expected response date. We normally provide a written or agreed accessible outcome within 20 working days of receipt. If more time is needed, we explain why, agree or give a revised date and provide updates at least every ten working days.

The reviewer gathers relevant records, speaks fairly with those involved and considers the evidence. You may bring a supporter to a meeting. The response explains each finding, reasons, any remedy or improvement, action dates and how to request review. Remedies may include an apology, correction, practical action, service improvement or another proportionate remedy.

Stage 3 independent review

If dissatisfied, request a review within 20 working days of the Stage 2 response, explaining what remains unresolved. We consider later requests fairly, especially where disability, illness, trauma or access barriers caused delay.

The Director arranges a reviewer with no prior involvement or conflict of interest; where this cannot be achieved internally, an appropriate external reviewer is appointed. A complaint about the Director must not be decided by the Director. We confirm the reviewer and scope within five working days and aim to provide the review outcome within 20 working days of receipt.

The review considers fairness, evidence, findings and proposed remedies and may require further investigation. The response explains the decision, actions and relevant external routes. This is the final internal stage; it does not remove statutory rights.

Privacy complaints

A concern about use of personal information is passed promptly to the privacy lead, even if it is part of a wider complaint. We aim to acknowledge within five working days and must acknowledge within 30 calendar days of receipt. We investigate appropriately, keep the person informed and provide an outcome without undue delay. We do not delay privacy handling until other complaint stages finish.

A rights request, such as asking for a copy of personal information, has its own legal timescale, normally one calendar month, and is recorded separately. You may contact the ICO at <https://ico.org.uk/make-a-complaint/> or 0303 123 1113; the ICO normally expects you to complain to us first.

External escalation

For a commissioned service, we identify the relevant commissioner's complaints route and any contractual escalation arrangements. Complaints about a council's own actions may fall within its process and subsequently an ombudsman's jurisdiction; we do not promise that an ombudsman can investigate every complaint about Social Value 360.

Where a regulated qualification is involved, we explain the relevant awarding organisation's complaints or appeals procedure and any subsequent regulator route. Safeguarding may be reported directly to the appropriate local authority or police at any time. We provide accurate service-specific contacts with the final response.

Fair handling and confidentiality

Raise issues as soon as you can, normally within three months of the event or becoming aware of it. We consider older complaints where fair investigation remains possible and do not apply this preference to prevent safeguarding reports, privacy complaints or statutory rights.

We assess anonymous complaints on their substance, seriousness and available evidence. Withdrawing a complaint does not prevent necessary safeguarding, legal or organisational action. We explain where we need to continue.

Information is shared only with people who need it for fair handling or a lawful purpose. We cannot promise absolute confidentiality or disclose another person's confidential disciplinary details. We can explain whether the concern was addressed and relevant service improvements.

Managing unacceptable behaviour

We protect staff and participants from threats, violence, discriminatory abuse and seriously disruptive contact. Persistence, disagreement, distress, disability or a complaint we do not uphold is not, by itself, unreasonable behaviour.

Where possible, explain the concern, offer adjustments and warn before imposing proportionate restrictions. A communication plan must preserve a usable way to complain, state the reason and duration, offer review by someone uninvolved and be reviewed within three months. Immediate protective action may be necessary for serious threats. New substantive concerns must still be assessed.

Compliments and learning

Send compliments through the main contact or activity lead. We share them with relevant staff with appropriate regard to privacy. Public use of a name, photograph or testimonial requires separate permission.

The complaints register records receipt, issue, owner, deadlines, findings, remedy, review and completion. The Director reviews themes quarterly and checks agreed improvements. Records follow the Data Retention Policy, with safeguarding material handled separately. This policy is reviewed annually and after significant learning.

Optional feedback form

Name and preferred contact:

Participant or programme involved, if relevant:

Your relationship or authority to act, if relevant:

What happened and when:

Who you have already spoken to:

What would help resolve the issue:

Supporting information:

Communication needs and preferred response format:

Date:

You can provide this information in a message or conversation instead of completing a form.