



Compliments and Complaints Policy

The Lighthouse Sports and Social Hub & FacesUK CIC

Date: 29/5/25

Completed by: Bridie Stanford

1. Purpose

The Lighthouse Sports and Social Hub and FacesUK CIC are committed to delivering high-quality services that support our community. We welcome feedback of all kinds—positive and negative—as it helps us celebrate success, improve our services, and ensure accountability.

This policy outlines how individuals can raise complaints and compliments, and how we handle them in a fair, confidential, and timely manner.

2. Scope

This policy applies to:

- Service users
- Members of the public
- Volunteers
- Staff
- Partner organisations

Feedback may relate to:

- Services or facilities offered
 - Staff or volunteer conduct
 - Programmes and events
 - Communication or accessibility
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3. Compliments

We value recognition of good service and dedication. Compliments will be shared with relevant individuals or teams and used as learning examples where appropriate.

How to Submit a Compliment

You can send a compliment by:

- Email: support@facesukcic.com
 - Written letter: The Lighthouse sports and social hub, lower marine parade, Harwich, co12 3st
 - In person at the front desk
 - Through our website www.support@facesukcic.com
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4. Complaints

We recognise that sometimes things go wrong. If you're unhappy with any aspect of our services, we encourage you to let us know so we can resolve the issue and learn from it.

4.1 Informal Resolution

We aim to resolve concerns quickly and informally wherever possible.

Holiday Club Complaints

For issues related to the Holiday Club, we encourage you to speak directly with one of the club leaders:

- Ellesha Lines
- Paige French

If you do not feel comfortable raising the issue with a club leader, or if the issue is not resolved, you can escalate your concern to one of the managers:

- Carrol Aldis
- Bridie Stanford

General Complaints

For all other complaints not related to the Holiday Club (e.g. facilities, staff conduct, other services or events), please raise your concern directly with one of the managers:

- Carrol Aldis
- Bridie Stanford

All staff and managers will treat your concerns confidentially and work with you to find a fair and timely resolution.

4.2 Formal Complaints Procedure

If the issue is serious or cannot be resolved informally, please submit a formal complaint.

How to Make a Complaint

Complaints can be submitted in the following ways:

- By email: support@facesukcic.com
- In writing:

The Lighthouse Sports and Social Hub

Lower Marine Parade

Harwich, CO12 3ST

- Verbally: In person or by phone—where accessibility is an issue, staff will record and confirm your complaint in writing.

What to Include

Please provide as much detail as possible, including:

- Your name and contact details
 - A clear description of the complaint
 - When and where the issue occurred
 - Names of people involved (if known)
 - What outcome you are seeking
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5. Our Commitment to You

We will:

- Acknowledge receipt within 5 working days
- Investigate the complaint thoroughly and fairly
- Provide a written response within 15 working days
- Keep you informed if further time is needed

If you are not satisfied with the outcome, you may request a review by a senior manager or board member. The decision at this stage is final.

6. Confidentiality and Safeguarding

All complaints and compliments will be handled with appropriate confidentiality. Where safeguarding concerns arise, the appropriate safeguarding procedures will override confidentiality.

7. Accessibility

We are committed to making this policy and our complaints/compliments process accessible. If you need help submitting feedback, we can offer assistance or alternative formats (e.g., large print, verbal submission, translated versions).

8. Monitoring and Learning

Complaints and compliments are logged and reviewed regularly by management to:

- Identify patterns or recurring issues
- Improve services
- Recognise good practice

An anonymised summary may be shared in our annual report or community meetings.

9. Contact Information

The Lighthouse Sports and Social Hub

Address: Lower marine parade, Harwich, co12 3st

Email: support@facesukcic.com

Phone: 07403316735 – 01255 764586

Please see attached Compliments and Complaints form.



Compliments and Complaints Form

The Lighthouse Sports and Social Hub & FacesUK CIC

We value your feedback. Please use this form to share a compliment or raise a complaint. Your input helps us improve our services and celebrate good practice.

1. Your Details

(optional if you wish to remain anonymous)

- Full Name: _____
- Phone Number: _____
- Email Address: _____
- Preferred method of contact:

☐ Phone ☐ Email ☐ No contact needed

2. Are you submitting a:

☐ Compliment ☐ Complaint

3. What is your feedback about?

(Please tick all that apply)

- ☐ Holiday Club ☐ Staff or Volunteers
- ☐ Facilities/Building ☐ Events or Programmes
- ☐ Communication ☐ Other (please specify): _____

4. Date of Incident or Event (if applicable):

____ / ____ / ____

5. Please describe your compliment or complaint:

(Please include as much detail as possible, including names, locations, and what happened.)

6. What outcome or response would you like (for complaints only)?

7. Have you spoken to a staff member about this already?

☐ Yes ☐ No

If yes, who did you speak to? _____

8. Signature (optional):

_____ Date: ____ / ____ / ____

How to Submit This Form

- In person: Hand to a staff member or leave at reception.
- Email: Send to support@facesukcic.com
- Post:

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