



Complaints policy and procedure

At Spirit of Endeavour we take complaints very seriously. **If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.**

Our Complaints Procedure has the following goals:

- To deal with complaints **fairly, efficiently** and **effectively**;
- To ensure that all complaints are handled in a **consistent** manner throughout;
- To increase volunteer and service **user satisfaction**;
- To use complaints **constructively** in the planning and improvement of all services.

What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of Spirit of Endeavour, which is under the control of the Charity, its staff or volunteers.

How to complain

The Spirit of Endeavour would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact Spirit of Endeavour and, if you feel able, speak to the member of staff or volunteer who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and either send it by post to: The Trustees, Spirit of Endeavour – address per the website OR by email to “bookings@spiritofendeavour.org.uk”

A Trustee (if possible one who is not directly involved with your complaint) will endeavour to respond by:

- **Acknowledging** receipt within 7 days.
- **Reviewing** the content of the complaint and gathering any additional information and input within a further 14 days.
- **Responding** formally within a further 7 days with any actions to be taken.

Trustee oversight

Spirit of Endeavour (Yorkshire) CIO – charity number 1194409

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- The Board of Trustees will review any complaints and ensure that the appropriate responses and actions have been taken.