**‘We can move’ Complaints Policy and Procedure**

**Our commitment to you**

Active Gloucestershire, the regulator of **we can move,** is committed to providing high quality services and to continuously improving those services.

However, there will be times when you may be unhappy about the services that we can move provides. We want to hear about it - without your feedback we cannot improve.

We aim to respond to all complaints within 10 working days.

**Procedure**

**We can move** is a social movement made up of organisations, communities, groups, clubs and individuals across Gloucestershire.

If you would like to make a complaint about one of the partners involved in we can move, you can do so via this procedure and Active Gloucestershire, on behalf of **we can move**, will pass it on to the relevant complaints team.

**How to make a complaint**

If you are unhappy about a service that you receive, it is usually best to let the person who is providing the service know, either by telephone, letter, e-mail or in person.

If you feel your complaint has not been resolved through the informal process, or if your complaint is of a more serious nature, you can make a formal complaint using the following methods:

**By Letter:**

Operations Manager

**Active Gloucestershire**  
City Works

Alfred Street

Gloucester

GL1 4DF

**By E-mail:**

[info@activegloucestershire.org](mailto:info@activegloucestershire.org)

**Acting on results**

* All complaints will be recorded and an investigation undertaken.
* We will do everything we can to put things right and will review our procedures where necessary to stop problems happening again.
* Confidential information in relation to your complaint will be handled sensitively.

**What will we do on receiving your complaint?**

* We will listen and record your complaint and advise you how it will be handled.
* We will investigate with the partner the complaint is regarding.
* We will aim to respond within 10 working days.
* We will take action to resolve the problem and tell you what the action is.
* We will take steps to avoid a repeat occurrence.

**What will we do if you are not happy with the outcome?**

If you are not happy with the outcome of your complaint, please contact the CEO by post, email or phone using the details above.