



SWANSEA PRIDE

# Swansea Pride Complaints Policy

Policy Owner: *Elliott King*

Policy approved by: *Swansea Pride CIO Board of Trustees*

Date Policy approved: *Jan 2024*

Next review Date: *Jan 2025*

Version 1.1



## **MAKING A COMPLAINT**

Complaints should be made in writing to the Secretary via [info@swanseapride.co.uk](mailto:info@swanseapride.co.uk)

If you are not comfortable speaking to the Secretary, you can make a complaint directly to the chair who can be contacted at the above email.

We will acknowledge receipt of your complaint and advise you what the next steps will be.

Complaints will always be anonymous unless you agree otherwise.

## **ACCEPTING THE COMPLAINT**

When we receive your complaint, we will consider whether it contains a 'prime facia' case. This means that we will consider whether, assuming everything you've said is correct and complete,

it is reasonable for the situation to be treated as a complaint. Things we will consider include:

- Has someone breached the Constitution, Code of Conduct, Safer Spaces Policy or other relevant policies?
- Has someone been harmed in any way?
- Has someone done something illegal or unethical?
- Has a decision been taken in a way which is undemocratic or unreasonable?
- Has Swansea Pride done something, or planned to do something, which would have a discriminatory effect, regardless of intent?

Even if the answers to these questions are all no, that doesn't necessarily mean we will reject your complaint.

## **GATHERING INFORMATION**

Once we have accepted your complaint, we will contact you to ask for further information.

Things we will ask may include:

- Clarifying any points in your complaint which are unclear, or asking for more detail on exactly what has happened.
- Asking what outcome you want or think would be appropriate.
- Offering you the opportunity to have a Rep involved in the complaints process.
- Explaining the process to you, including letting you know if we don't think it will be possible to maintain your anonymity

## **DISCUSSION**

The Board of Trustees will meet to discuss the appropriate next steps.

If a complaint relates to the individual behaviour of a Trustee, that Trustee will not be involved in the discussion.



In some cases, we may contact the person whose actions are the subject of the complaint to discuss the situation with them. In some cases, we may decide that it is appropriate to discuss the complaint at a closed Board Meeting

## **FINALISING A RESPONSE**

Once the Board of Trustees have decided what they think the appropriate response is, they will discuss their decision with the person who made the complaint and, where appropriate, the person about whom the complaint was made; and will consider any suggestions, objections or feedback.

The response will then be finalised.

## **PUBLICATION**

In some cases, upheld complaints will be published. This will include the outline of the complaint and the final decision made. In general:

Complaints about elections, decision-making and committee business will be published in full, but will be anonymised.

Complaints about individuals' behaviour will be published only where they have wider relevance to Swansea Pride's work. The published text will focus on expectations for future behaviour, and will not involve any more details of the situation prompting the complaint than is absolutely necessary.

All parties will be anonymised.