

PALS Battalion CIC - 11968691

COMPLAINTS POLICY

Edition ONE

Edited - 01.06.26

Review Date - 01.06.27

Editor - Mr L. Stokes

— — — — —



Contents

1. Complaints Policy - Intro & Policy Purpose
2. How to raise a concern - Stage 1 - Informal
3. How to raise a concern - Stage 2 - Investigation/Formal Procedure
4. Appeal/Review
5. External Escalation - Info
6. Policy Contact Details
7. Review/CPD

Item 1: Complaints Policy - Intro & Policy Purpose

The PALS Battalion CIC is a multi-award winning not-for-profit Community Interest Company founded in 2018, incorporated in 2019.

'The PALS' offer sporting and community projects across the country with the aims of helping improve mental and physical health and wellbeing through sport, challenge and community.

Since 2018 we have been creating projects and making an impact on service members, veterans and civilians, helping thousands of people engage in sports, challenges, community events and much more.

The PALS Battalion CIC is committed to providing a high standard of service across the board internally and externally within the community. We aim to uphold the highest standards in everything we do, but sometimes that can fall short.

Feedback and complaints are welcome and form an integral part of our operations and ability to improve services provided.

Any complaints received shall be handled in a professional manner with an emphasis upon a fair, confidential and non-prejudiced approach to the matter on a case by case basis.

We very much welcome positive feedback, reviews and testimonials too.

Notes for Item 1.

-

Item 2: How to raise a concern - Stage 1 - Informal

Stage 1 of the process of raising a concern would be to email your query about this policy or a complaint to contact@palsbattalion.co.uk with the subject heading 'complaint stage 1' please remember to include name and contact info (if different to the email address), what the complaint or discrepancy is, dates and people (if known) inline with the complaint, if appropriate and the 'ideal' outcome in which you would hope to receive.

Any complaints received shall be handled in a professional manner with an emphasis upon a fair, confidential and non-prejudiced approach.

Notes for Item 2:

- *Stage 1 - Informal - These complaints shall be kept in house and handled informally by the team within the PALS battalion CIC. With a full response and hopeful resolution to the matter issued within 10 working days.*
- *At this stage we would encourage people to raise a concern with us and we would seek to include any relevant project leads or relevant committee's if necessary to resolve the issue as quickly as possible. We aim for a satisfactory outcome for all.*
- *If an informal approach does not work, this can be escalated to a Stage 2 approach below.*

-

Item 3: How to raise a concern - Stage 2 - Investigation/Formal procedure

Stage 2 of the process of raising a concern would include an investigation and formal procedure and this would commence upon the following actions being taken by the complainant.

Email your query about this policy or a complaint to contact@palsbattalion.co.uk with the subject heading 'complaint stage 2' please remember to include your name and contact info (if different to the email address), what the complaint or discrepancy is, dates and people (if known) inline with the complaint if appropriate to and the 'ideal' outcome in which you would hope to receive following this process.

Any complaints received shall be handled in a professional manner with an emphasis upon a fair, confidential and non-prejudiced approach.

Acknowledgment - an email shall be sent within 5 working days to acknowledge receipt of complaint and start the process.

A full response shall be emailed back following the Investigation and Procedure with the aims to respond within 15 working days.

Notes for Item 3:

-

Item 4: Appeal/review

If during this process and a failure to resolve the issue is not satisfactory in Stage 1 or Stage 2 or you are unhappy with the result of your complaint, you can appeal within 10 working days of the decision.

This appeal shall be handled by means of a board of directors meeting, relevant committee meeting or a independent senior advisor assessment conducted by the PALS Battalion CIC.

A final decision upon review of the process above, if an appeal is received, shall be forwarded within 15 working days.

Notes for Item 4:

Item 5: External Escalation

If all steps above have been completed and you still wish to escalate the matter, eligible complainants, can contact the CIC regulator.

Office of the Regulator of Community Interest Companies

cicregulator@companieshouse.gov.uk

1st Floor, Companies House, Crown Way, CF14 3UZ

Notes for Item 5:

-

Item 6: Policy Contact Details

Mr L. Stokes

PALS Battalion CIC - Director

Email: contact@palsbattalion.co.uk

Item 7: Review/CPD

Complaints Policy, Edition One, policy update inline with document heading
01.06.27 - reviewed annually, last edited 01.06.26

Additional reviews' if needed during an EGM, AGM - otherwise document shall be reviewed 01.06.27

Training (CPD) - provided if necessary for associates, volunteers and all other stakeholders/members, this document shall be periodically reviewed and updated if needed inline with code of best practices, governance, regulators and legislation updates.



Document Sign Off	Print name	Position	Date	Overview of change/Notes
	Mr L. Stokes	Director	01.06.26	