



Complaints Policy

Imbue Ventures views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is:

- ❖ To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- ❖ To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- ❖ To make sure everyone at Imbue Ventures knows what to do if a complaint is received.
- ❖ To make sure all complaints are investigated fairly and in a timely way.
- ❖ To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- ❖ To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Imbue Ventures.

Where Complaints Come From

Complaints may come from parents/carers, students, volunteers, teachers, club hosts or other organisations that we interact with.

A complaint can be received via email at admin@imbueventures.com or by phone on 01332479447, or via the relevant Complaints Form on our website.

This policy does not cover complaints from staff, who should use Imbue Ventures' Grievance policy.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Management Team.

Imbue Ventures commits to responding to all formal complaints within 4 weeks.

Review

This policy is reviewed regularly and updated as required.

Last update: August 2023 Simon Leonard, Cofounder,