Runspire Together

Complaints Procedure

Policy Effective Date: 11 February 2026
Review Date: 11 February 2028
Approved By: Board of Trustees

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1. Purpose

Runspire Together is committed to providing a welcoming, inclusive, safe, and supportive environment in line with our values.

We recognise that occasionally things may go wrong. This procedure ensures that complaints are handled fairly, consistently, transparently, and in accordance with UK law and good charity governance practice.

We treat all complaints seriously and view them as an opportunity to improve.

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2. Scope

This procedure applies to complaints relating to:

- Runspire Together sessions (running, walking, Nordic walking, events)
- Volunteers, run leaders, instructors, trustees, or representatives
- Health and safety concerns
- Equality, discrimination, harassment, or bullying concerns
- Data protection concerns
- Organisational decisions or service delivery

This procedure does not replace:

- Safeguarding procedures (which must be followed immediately where there is risk of harm)
- Whistleblowing procedures (for serious internal concerns)

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- Criminal matters (which should be reported to the police)

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3. Our Principles

All complaints will be handled:

- Fairly and impartially
- Without discrimination (in line with the Equality Act 2010)
- Promptly and proportionately
- Confidentially where possible
- Without victimisation of the complainant

No individual will be treated unfavourably for raising a genuine concern.

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4. Informal Resolution

Where appropriate, we encourage concerns to be raised informally in the first instance.

Many issues can be resolved quickly by speaking directly with:

- The Session Leader
- The Project Lead
- A Trustee

If the issue is resolved informally, no further action will usually be required unless safeguarding or legal issues arise.

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5. Formal Complaints Process

If the issue cannot be resolved informally, a formal complaint may be made.

Step 1: Submitting a Complaint

Complaints must be made in writing (email or letter) and include:

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- Your full name and contact details
- A clear description of the issue
- Relevant dates, times, and locations
- Names of any individuals involved
- Any supporting evidence
- The outcome you are seeking

Complaints should be sent to:
The Chair of Trustees
Runspire Together
[Hello@runspire-notts.com]

If the complaint concerns a Trustee, it should be addressed to an alternative Trustee.

Step 2: Acknowledgement

We will acknowledge receipt within 5 working days.

Step 3: Investigation

- A Trustee not directly involved will investigate.
- Relevant parties may be interviewed.
- Written statements may be requested.
- Confidentiality will be maintained as far as reasonably possible.

Investigations will normally be completed within 20 working days. If more time is required, the complainant will be informed.

Step 4: Outcome

You will receive a written response outlining:

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- The findings
- Any action taken
- Any changes implemented
- Your right to appeal

Possible outcomes may include:

- No further action
- An apology
- Mediation
- Training or supervision
- Policy changes
- Disciplinary action (where appropriate)

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6. Appeals

If you are dissatisfied with the outcome, you may appeal in writing within 10 working days of receiving the decision.

An appeal will be reviewed by a Trustee panel not previously involved.

The appeal decision is final.

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7. Serious Complaints

Where a complaint involves:

- Safeguarding concerns
- Criminal behaviour
- Serious misconduct
- Financial irregularity

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The matter may be referred to:

- The Police
- The Charity Commission for England and Wales
- The Information Commissioner's Office (ICO)
- The Local Authority Safeguarding Team

Runspire Together reserves the right to report serious matters where legally required.

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8. Data Protection

All complaints will be handled in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

Complaint records will be stored securely and retained only as long as necessary.

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9. Vexatious or Malicious Complaints

Runspire Together reserves the right to:

- Decline to investigate repeated complaints with no new evidence
- Take appropriate action where complaints are found to be malicious

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10. Monitoring and Learning

The Board of Trustees will:

- Review complaints annually
- Identify patterns or risks
- Implement improvements where necessary

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