



ELEVATED UP CIC

Complaints Policy

Policy	Complaints Policy
Organisation	Elevated Up CIC, Unit 2 Winster Grove, Birmingham, West Midlands, B44 9EG (Company No. 16143711)
Version	1.0
Approved by	Board of Directors
Date approved	June 2026
Date of next review	June 2027
Policy owner	Board of Directors

1. Our approach

Elevated Up CIC welcomes feedback. If something goes wrong we want to know, so we can put it right and improve. We treat every complaint seriously, fairly and in confidence.

2. How to complain

You can raise a complaint in person, by phone or by email to emma@elevatedup.org. Please give us as much detail as you can, including what happened, when, and what you would like us to do.

3. How we handle complaints

Stage 1 – Informal

Wherever possible we will try to resolve concerns straight away, on the spot, with the person involved or a session lead.

Stage 2 – Formal

If you are not satisfied, a Director will look into your complaint, acknowledge it within five working days and give a full response within fifteen working days.

Stage 3 – Appeal

If you remain unhappy, you can ask for the matter to be reviewed by the Board of Directors, whose decision is final.

4. Recording and learning

We keep a confidential record of complaints and how they were resolved, and we use what we learn to improve our work.

5. Safeguarding complaints

If a complaint suggests a child or adult is at risk of harm, we will follow our safeguarding policies immediately rather than this complaints process.



6. Review

This policy is reviewed every year.

Approval

Approved on behalf of the Board of Directors:

A handwritten signature in black ink, appearing to read 'Emma Hobbis', is written over a horizontal line.

Emma Hobbis

Director, Elevated Up CIC

Date approved: June 2026