



# Feedback, Compliments and Complaints Policy

Last update: Feb 2026  
Next update: Feb 2027  
Charity name: URBOND

Responsible person: **Ousmane Drame**

## Introduction

URBOND prides itself on providing an outstanding service to both members and the wider community. We recognise that feedback—whether compliments, comments, or complaints—is vital in helping us improve our services and maintain high standards.

We treat all concerns seriously and are committed to resolving them promptly, fairly, and transparently, in line with the Charity Commission's Complaints about Charities guidance and relevant UK legislation, including the Equality Act 2010 and the General Data Protection Regulation (UK GDPR).

## Our Commitment

If you raise an issue with us, we will:

- Listen carefully and make every effort to understand your concerns;
- Seek to resolve the matter at the first point of contact wherever possible;
- Take ownership of the complaint and follow through to resolution;
- Offer a timely and fair outcome, with clear communication throughout the process.



## Compliments or Comments

We warmly welcome compliments and suggestions that can help us develop our programmes and support our community more effectively. You can share your views by:

- Calling us: 02392 293765 or WhatsApp/text: 07496 426314
- Emailing: **info@urbond.org**
- Completing the feedback form attached at the end of this policy and emailing or posting it to us (address below).

## Complaints

### What can I complain about?

You may raise a complaint if:

- You are dissatisfied with the quality or delivery of a service;
- URBOND has failed to act in accordance with its policies, procedures, or public commitments;
- A staff member, volunteer, trustee or representative has behaved inappropriately or unfairly;
- You believe there has been a breach of our safeguarding, data protection, or equality obligations;
- There is a risk of harm, illegality, or misconduct (in which case, also contact emergency services if needed via 999).

### What Is Not Considered a Complaint

Please do not use the complaints procedure for:

- General enquiries or requests for service;
- Reporting technical faults;



- Seeking an explanation where no dissatisfaction is expressed.

For these, please email [info@urbond.org](mailto:info@urbond.org) or phone us.

## How do I make a complaint?

To raise a complaint, please:

1. Complete the Complaints Form (see Appendix), or
2. Email full details to [info@urbond.org](mailto:info@urbond.org)

Include:

- The date and nature of the incident or issue;
- A clear explanation of your concern;
- What outcome you seek;
- Any supporting evidence or witness details, if applicable.

If you cannot put your complaint in writing (e.g., due to disability or language barriers), please let us know and we will offer assistance.

## Anonymous Complaints

Anonymous complaints may be logged but cannot be fully investigated. We encourage individuals to identify themselves to enable a proper response. All personal information will be handled in accordance with the *UK GDPR*.

## How Complaints Are Handled

All complaints are passed to the Chief Executive, who will:

- Acknowledge receipt within five working days;
- Assess the seriousness and assign the investigation;
- Conduct or delegate a fair, proportionate, and impartial investigation;
- Respond with an outcome and explanation within 20 working days, or notify you if more time is needed.



Complaints may be investigated by:

- The Chief Executive;
- A Board member;
- An independent party (if required by the nature of the issue).

In complex or serious cases, the matter may be referred to the Board of Trustees or an external agency (e.g. the Charity Commission or police).

### **Outcomes**

You will be notified of:

- The outcome of the investigation;
- Any actions taken or changes made;
- How to escalate the complaint if you are not satisfied.

If a complaint reveals serious misconduct, it may trigger our **Disciplinary and Grievance Policy** or **Safeguarding Policy** as appropriate.

### **Escalation**

If you are dissatisfied with our response, you may request a review by:

- The Board of Trustees; or
- An external regulatory body, such as the **Charity Commission for England and Wales** (for serious concerns about governance or legality).

### **Submitting Complaints**

Send completed complaints or feedback forms to:

City Buildings, Lake Road, PO1 4BD

Or email: [\*\*info@urbond.org\*\*](mailto:info@urbond.org)



## Complaint Form

URBOND wants to provide everyone with the opportunity to give feedback on the work that we do whether that be on our delivery, staffing or other aspect of our work. We value your feedback and are committed to using your complaints to improve and develop the way we do things. To make a complaint, please complete the form below.

(If you are providing additional information, including photographs or leaflets etc, please outline this in the appropriate section and let us know if you would like these returned to you.

Once you have completed the form, please e mail this to [info@urbond.org](mailto:info@urbond.org) or send to URBOND Offices: City Buildings, Lake Road, PO1 4BD

### Section 1

Title	
First Name	
Surname	
Address	
Post code	
E mail address	
Phone number	

### Section 2

What is the nature of your complaint? (Please outline below the key details of your complaint including:

- The date of the situation that the complaint is about
- The reason for the complaint
- What you would like URBOND to do about your complaint, if anything
- Any other information that may help us to investigate the complaint i.e. details of any other people involved/witnesses etc.



If you have complained about this matter before, please can you complete the section below:

When did you first complain about this matter?	
Was your complaint in writing?	
Did you receive a written reply?	
If yes, can you tell us when you received this and where possible include a copy of this letter	
If more than 3 months have passed since the incident that triggered your complaint, please tell us why you have not complained before	

If you have any document to support your complaint, please send them with this form.

We will respond to you as per our Comments, Compliments and Complaints policy

Name	Signed
Date	

# Feedback

## What activity/activities do you do with URBOND?

- Football  Volleyball  Basketball  Youth Club  HAF  Mentoring  
 Parenting  Workshops  Dancing  Work experience  Other:

## What do you like about the activity?

- Exercising  Socializing  The team  Opportunities future  
 Fun  Learning Other: \_\_\_\_\_

## Is there anything we could do to improve?

## Would you recommend URBOND to your friends/family?

Yes No

## On the scale 1 to 10, how would you rate URBOND?

1 2 3 4 5 6 7 8 9 10

## Any comments or suggestions

Name: \_\_\_\_\_

Age: \_\_\_\_\_



This policy was last reviewed in: 6<sup>th</sup> Feb 2026

Signed:

**Ousmane Drame**

A handwritten signature in black ink, appearing to read "Ousmane Drame", written over a horizontal line.