



Complaints Procedure

Last Updated: Sept 23

Reviewer: Mireille Harris (Head of HR)

Review Date: Sept 2025

Version: 6

Company Definitions:

STEPS TO WORK

The company is a charitable company limited by guarantee with its registered office being Townend House, Floor 6, Park Street, Walsall, WS1 1NS.

STARTING POINT RECRUITMENT Ltd

The company is a company limited by shares owned by Steps to Work with its registered office being Townend House, Floor 6, Park Street, Walsall, WS1 1NS.

Throughout this document Steps to Work is named to encompass all actions undertaken by Steps to Work / Starting Point Recruitment Limited.

Our Mission

To create opportunities and change futures by forging connections between local people and businesses.

Our Vision

To help people, many of whom face multiple barriers, find sustainable rewarding and meaningful jobs.

Our Values

- Our Passion Inspires
- Creating Positive Social Change
- Acting With Integrity
- We Transform Through Innovation

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1. Complaints Procedure

This complaints procedure applies to:

- Steps to Work
- Starting Point Recruitment
- Restart
- Outreach based services – WALSALL BRIDGES (in conjunction with their Standard Operating Procedures)

Complaints can be made in relation to many aspects of the services you have received, including:

- Mistakes that have been made
- Unreasonable delays
- How you've been treated by an individual
- Not being kept informed
- A failure in service

2. How to complain

If you think we have got something wrong, let us know as soon as possible and we will do our best to put things right.

You can contact us by phone, in person or in writing on our complaints form or through the website or via email.

When you contact us, please tell us:

- Your full name, address and contact numbers
- The service, project or individual you are unhappy with
- What happened, when it happened and how it affected you?
- What you would like us to do to put things right

3. Informal Resolution

We would always encourage customers and clients to seek and resolve any issues informally and at the lowest possible level through discussion with staff or the manager of the service.

5. Formal Resolution

Stage 1: Formal Complaint (10 working days)

If you are unable to resolve your issue informally it will be recorded as a formal complaint. We will record the complaint with a reference number and send you an acknowledgement letter together with a copy of the complaint procedure within 5 working days.

During this time, we will appoint the relevant manager of the service or location relating to your complaint. Our aim is to investigate the complaint and write to you with a resolution within 5 working days.

This investigation may include confidential phone calls or meetings with you, our colleagues, partners and witnesses.

The appointed manager will make a judgement on the complaint following this investigation and write to you via the Corporate Team.

If you are happy with the resolution of the appointed Manager, we will close the complaint down.

If you are unhappy with the resolution of the appointed Manager, you can request to escalate the complaint to stage 2.

Stage 2: Formal Stage (10 working days)

If you are dissatisfied following stage 1, you can submit a stage 2 complaint. This means your complaint will remain open and use the same complaint reference number.

We will appoint an independent Manager who will take ownership of the complaint and conduct an impartial investigation which may involve reassessment of confidential phone calls or meetings with you, our colleagues, partners and witnesses.

The appointed independent Manager will aim to investigate the complaint and write to you with a resolution in 10 working days via the Corporate Team.

This written response will incorporate the following.

1. Identification of the complaint
2. How this was investigated, including who was interviewed, system audited etc.
3. The conclusions drawn and reasons why.
4. Any actions taken or recommendations made.
5. The appeal stage of the complaints procedure.

If you are dissatisfied with the resolution of the Independent Manager at stage 2 you can request to escalate the complaint to stage 3 of the complaint's procedure.

Stage 3: Appeal Stage (15 working Days)

If you are dissatisfied with the response given at stage 2 of the complaints procedure you can request that your complaint is escalated to the Managing Director.

This appeal must be submitted in writing within 7 working days of receipt of the response given under stage 2 and should be addressed to the Managing Director using the complaint reference number.

The Managing Director will investigate the complaint findings and liaise with all parties involved at Stage 2 of the complaint. This investigation may include confidential phone calls or meetings with you, our colleagues, partners and witnesses.

In some cases, the Managing Director may appoint an Appeals Panel to assess the findings and reach a judgement. This panel may include other Senior Managers (not involved in the previous stages of the complaint) and or a Trustee of the Board.

The Managing Director will write to the complainant with the appeal judgement within 15 working days of receipt of the appeal.

This appeal judgement is a final judgement and fully exhausts the STW / SPR complaint procedure.

6. If you're not satisfied

If you've been through all of our complaints stages, received our final response and still not satisfied, or you don't agree with the response from our MD following your appeal you can contact the appropriate regulatory body – Charity Commission, write independently and [ask your MP](#) (or any other MP) to send your complaint to the [Parliamentary and Health Service Ombudsman](#).

Charity Commission

The Charity Commission - GOV.UK (www.gov.uk)

Tel: 0300 066 9197

Charity Commission

PO Box 211

Bootle

L20 7YX

The Information Commissioner's Office

Home | ICO

Tel: 0303 123 1113 Monday to Friday between 9am and 5pm (excluding bank holidays).