Umbrella Sussex

Supporting the Sharing Economy in Hastings and Rother

Complaints and Feedback

Opening Statement

Umbrella Sussex is a collective of non constituted wealth sharing projects who work together to support and maintain sharing economy projects for the benefit of the communities of Hastings and Rother.
Sharing Economies focus on building community wealth and working cooperatively to overcome problems caused by poverty, or lack of access to things. In the sharing economy emphasis is on fair access to things rather than owning things. Sharing economy projects try to avoid transactional relationships, and obligations are social rather than financial.

At present, Umbrella Sussex is formed of its 2 founding projects, Make and Mend Bexhill and Beyond, and Hastings Library of Things.

Reason for Policy

We recognise that even as grass roots groups we have responsibilities towards members, visitors and volunteers and ourselves and hope a clear mechanism for feedback and managing issues early will help us stay true to our aims to be inclusive.

This complaint policy lays out the main areas we have considered, what we will do and what expect.

Volunteers, members and visitors should be proactive in raising any concerns they have by emailing info@umbrellasussex.org.uk.

The Complaints policy will be reviewed every 3 years 1st review due: June 2022. Actual review: 19/06/2022. 2nd Review: 09/12/2022

Feedback, Comments, Complaints and Suggestions

We want to hear from you.

Complaints help us to consider issues we hadn't thought about, giving us the chance to make changes that will make us more inclusive or offer a better service.

We promise that we will listen to your complaint and take it seriously. This means that we will acknowledge you quickly and try to learn from your feedback.

This complaint policy is for members, volunteers, the public, stakeholders and partners.

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Complaining

We think it should be easy for people to feedback, so we offer a variety of methods:

- You can feedback to us by phone, email, letter or in person, if we have a mobile phone number you can also text us
- You do not need to use a specific form to make a complaint, but you can use the form we provide if you would like to, you must make it clear you are making a formal or informal complaint
- There is no time limit on when you complain, but we might not be able to investigate a complaint as effectively after a long time has passed
- If you feel you need it, we encourage you to ask a friend or advocate to help you

We do not accept

- Anonymous complaints
- Complaints via social media
- Complaints about things that are not our responsibility
- Complaints about issues that are subject to legal proceedings

There may be advice or advocacy groups who can help you represent your views.
We welcome your seeking help at any stage of the complaint process.

Stage 1- When we receive your Complaint

- We will acknowledge your complaint as soon as we can, usually within 5 working days
- We will try to offer you options to communicate which suit you, which might be email, phone, in person or zoom but will usually suggest a meeting and we will try to offer that within 10 working days
- At this stage we will listen to you, make some notes about what you are telling us, and check how you want your complaint to be resolved

Stage 2- When we understand your Complaint

Once we understand what the issue is and how you would like us to resolve it we will

agree an action plan with you. The action plan will be tailored to you but typical steps will be:

- Reflect back to you what you have told us and make sure we understand what you want to happen
- Investigate the complaint
- Decide what, if anything we can do
- Let you know the outcome of our investigation and give you time to consider your response
- Give you a further response if necessary

Data Protection: We will keep the details of your complaint, any notes or future discussion and your contact details for as long as we feel we need to to manage the complaint.

Stage 3-After we have investigated and responded

- If you are not satisfied with our response to your complaint you will be offered the chance to have a director or other suitable person review the complaint
- If you remain dissatisfied you may be able to take your complaint to an independent body, such as an ombudsman. If we are aware of any such avenues we will let you know, but, you can also contact Citizens Advice for signposting assistance.

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Complaint Form	
You do not have to use this form to make your complaint. If you do use the form, use extra sheets if you need to. Once completed, please send to umbrellasussex@gmail.com	
About You	
First name & Last name	
Phone number	
Home address	
Email address	
About your complaint	
Where did the incident / incidents happen?	
When did the incident/ incidents happen?	
What happened? (tell us about the thing you want to complain about. Please give as much detail as you can, giving names of anyone involved if you can and how it affected you)	
Resolving your complaint	
What can we do to resolve your complaint?	
When is the best time to contact you?	
What is the best way to contact you?	
For office use	
Date complaint received	
Action taken	