

## Balloon Ventures UK Complaints Procedure

### Publicised Contact Details for Complaints

Written complaints in the UK may be sent to Balloon Ventures at 237 Pentonville Road, London, N1 9NG or by e-mail to any full time member of Balloon Ventures' staff. If you wish to lodge a complaint but do not have the email address of any Balloon Venture's staff members, or would prefer it not to go to the person for whom you have a contact address, please send your complaint to [doug@balloonventures.com](mailto:doug@balloonventures.com).

Verbal complaints may be made by phone during office hours only to +44 7857 664 987 or in person to any of Balloon Ventures' staff at our King's Cross office or at any of our events or activities.

### Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other Balloon Ventures contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint will:

1. Write down the facts of the complaint
2. Take the complainant's name, address and telephone number
3. Note down the relationship of the complainant to Balloon Ventures
4. Share this complaints procedure
5. Tell the complainant what will happen next and how long it will take
6. Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

### Resolving Complaints

#### **Stage One**

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information will be passed to the Chief of Operations (COO) within one week of the complaint being formally lodged.

On receiving the complaint, the COO will record it in the complaints log. If it has not already been resolved, they will delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Complaints will be acknowledged by the person handling the complaint, within 5 working days of it being submitted. The acknowledgement will explain who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure will be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because, for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### **Stage Two**

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Board level. At this stage, the complaint will be passed to the Board of Directors.

The request for Board level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Board of Directors may investigate the facts of the case or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with a resolution.

### **Variation of the Complaints Procedure**

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example where a complaint has been made about someone on the Board of Directors.

### **Monitoring and Learning from Complaints**

Complaints are reviewed annually to identify any trends, which may indicate a need to take further action.