
Complaints Policy



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Position	Organisation
Data Protection Officer	Birmingham Organising Committee for the 2022 Commonwealth Games Limited
Chief Marketing and Communications Officer	Birmingham Organising Committee for the 2022 Commonwealth Games Limited

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1. Who we are

Birmingham Organising Committee for the 2022 Commonwealth Games Ltd (Birmingham 2022) is an executive non-departmental public body, sponsored by the [Department for Digital, Culture, Media & Sport](#).

2. Policy Statement

Birmingham Organising Committee for the 2022 Commonwealth Games Ltd recognises that there may be occasions when customers wish to make a complaint. Birmingham 2022 believe that any such complaints should be aired, heard and acted upon in an open, fair and timely manner.

This policy provides a clear, open and fair way for customers to make their complaint and sets out a process for how these complaints will be acknowledged, handled and quickly resolved.

3. About this policy

The aim of this policy is to set out how you can complain if you are dissatisfied with the service that Birmingham 2022 has provided or if you feel that Birmingham 2022 or an employee from Birmingham 2022 has treated you unfairly.

4. Policy Implementation

4.1 Guiding Principles

- a) Birmingham 2022 is committed to responding to all complaints as quickly and as effectively as possible.
- b) We will keep all complaints confidential and will only involve external personnel or parties if necessary.
- c) If you make a complaint, we will treat you with respect and, in return, we ask that you treat our staff respectfully, whilst they are dealing with your complaint.
- d) Making a complaint will not affect the level of service you receive from us. For example, if you are purchasing tickets for Birmingham 2022, your complaint will not impact on your ability to buy tickets.

4.2 Complaints we can help with

- a) If you feel we have provided poor customer service
- b) If you feel we have treated you unfairly
- c) If you feel we have failed to properly follow one of our procedures or policies
- d) If you feel we have not handled a request for information in accordance with the terms of the Freedom of Information Act 2000

4.3 Complaints we can't help with

We will not be able to consider your complaint:

- a) If you wish to make it anonymously
- b) If you wish to disagree with one of our published policies
- c) If you wish to disagree with a decision that was reached properly and in accordance with our policies and procedures
- d) If your complaint relates to an action or policy from another Games partner*

*Please note, if you wish to make a complaint about an aspect of the Games which is managed by one of the other Games partners, then you will need to contact them directly and follow their complaints procedure.

Games Partners include: The Commonwealth Games Federation, Commonwealth Games England (Team England), Birmingham City Council, West Midlands Combined Authority, Transport for West Midlands and the Department for Digital, Culture, Media and Sport.

4.4 How to make a complaint

If, having read the information above, you decide that you do wish to make a complaint and that we are the correct organisation for you to complain to, the following information sets out how you can make that complaint, how we will handle this and how we will seek to resolve the issue:

- a) Complaints can be made in writing or verbally, depending on the nature of your complaint
- b) We'll ask you to clearly set out the reasons for your dissatisfaction and we'll need you to provide copies of any background information you consider relevant
- c) We'll ask you to outline any action you think we could take to resolve the matter
- d) Complaints should be made within 90 days of the incident giving rise to your concern. We may, at our discretion, consider complaints raised after 90 days if there has been an understandable reason for the delay
- e) If you make a complaint we will ask you to provide your name and contact details; we will only use this information for the purposes of handling your complaint and will not disclose it to anyone else
- f) We may need to contact other parties (without disclosing your identity) in order to properly investigate your complaint. If you do not wish us to do so you must tell us although we reserve the right to refer serious matters to relevant enforcement authorities at any time
- g) We will acknowledge your complaint within three working days and provide you with contact details for the member of staff looking into the matter
- h) We will aim to provide a response as quickly as possible and within 20 working days but if we need longer to consider your complaint we will explain why and tell you when you can expect to receive a response

If at any time you need advice about how to make your complaint and who you should be complaining to, please email: generalenquiries@birmingham2022.com or write to:

General Enquiries Co-ordinator
Birmingham 2022 Organising Committee
1 Brindley Place,
Birmingham, B1 2JB
General.

Stage one - informal complaint

We aim to resolve complaints as quickly as possible and as close to the source of the problem, so initially you should complain to the member of staff that you have been in contact with and ask them to help you resolve your complaint.

The member of staff will ask you about why you are making the complaint and, if possible, they will take action to resolve your complaint immediately. If this is not possible, they will escalate your complaint and it will become a formal complaint instead.

If you do not wish to discuss your complaint with the member of staff you originally had contact with, then please contact the General Enquiries Co-ordinator who will acknowledge your complaint and ensure it is progressed.

Stage 2 - formal complaint

If your complaint is escalated it will become a formal complaint and will be dealt with by the head of the appropriate department about which you are complaining. The name of this member of staff should be provided by the original staff member or by the General Enquiries Co-ordinator.

Next steps

The head of the department will look into your complaint. They will review the information that you provide and speak to the member of staff originally involved in the complaint.

Once they have reviewed all of the information you will be contacted in writing to inform you of the outcome of your complaint and, if relevant, detail any action we propose to take to resolve your complaint.

Appeal

If your complaint is not resolved by the head of the appropriate department, you can appeal to our Data Protection Officer/Chief Legal Officer.

If not resolved by the Chief Legal Officer, your complaint will be escalated to the Chief Executive Officer to consider your complaint.

The Chief Executive Officer will review the information you have provided, speak to all members of staff involved and look at how your complaint has been handled by the organisation.

Following this review, the Chief Executive Officer will write to you to inform you of the outcome of this review.

If you are still not satisfied

The Parliamentary and Health Service Ombudsman (PHSO) can look into complaints if an individual believes that the Birmingham 2022 Commonwealth Games Organising Committee Ltd has not acted properly or fairly or has given poor service and not put things right.

The PHSO publishes extensive information about raising an issue with them on its website: www.ombudsman.org.uk. Generally speaking, you will not be able to ask the PHSO to look into your complaint without the support of your MP.

The PHSO will not be able to consider your complaint unless you have first been through the Birmingham 2022 complaints procedure set out herein and has no powers to review the merits of a decision made by us.

In some circumstances you may be able to ask for a judicial review whereby a judge examines your complaint to determine whether we have acted lawfully. You should seek legal advice if you are considering requesting judicial review of your complaint.

Complaints about a Freedom of Information request (FOI)

Our publication scheme gives details of what information we make available to the public. If you want information that we do not include in our publication scheme, the Freedom of Information Act 2000 gives you the right to ask us for it. Under the Act, we must provide you with the information you ask for unless it is not covered by the Act (that is, it is 'exempt'). If the information you want is exempt, we have to tell you why. If you do not agree with us, you should ask for an internal review under the Act and contact the General Enquiries Co-ordinator or email FOI@birmingham2022.com

Comments and suggestions

We welcome comments and suggestions as these can help us improve our services. Please send any comments or suggestions to generalenquiries@birmingham2022.com

Key contacts

General Enquiries Co-ordinator

Birmingham 2022 Organising Committee
1 Brindley Place, Birmingham, B1 2JB
generalenquiries@birmingham2022.com

Chief Executive Officer

Ian Reid

Birmingham 2022 Commonwealth Games Organising Committee Limited
Birmingham 2022 Organising Committee
1 Brindley Place, Birmingham, B1 2JB
ian.reid@birmingham2022.com

The Parliamentary and Health Service Ombudsman

Millbank Tower
Millbank
London SW1P 4QP.
Complaints Helpline Phone: 0345 015 4033
E-mail: phso.enquiries@ombudsman.org.uk