

Complaints Policy

Geeks Room views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is:

- ❖ To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- ❖ To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- ❖ To make sure everyone at Geeks Room knows what to do if a complaint is received
- ❖ To make sure all complaints are investigated fairly and in a timely way
- ❖ To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- ❖ To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Geeks Room.

Where Complaints Come From

Complaints may come from parents/carers, students, volunteers, teachers, club hosts or other organisations that we interact with.

A complaint can be received via email at admin@geeksroom.org.uk or by phone on 07979041382, or via the relevant Complaints Form on our website.

This policy does not cover complaints from staff, who should use Geeks Room's Grievance policy.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Management Team.

Geeks Room commits to responding to all formal complaints within 4 weeks.

Review

This policy is reviewed regularly and updated as required.

Last update: August 2025