



CIC Complaints Handling Policy

GLOW FORWARD CIC

Company no. 16527174

1. Our commitment

Glow Forward CIC is committed to providing safe, high-quality confidence-building workshops, peer-led support groups and community sessions for the women we work with. We know that speaking up isn't always easy, especially for women who have experienced domestic abuse, mental health challenges or low self-esteem, so we want to make it as safe and straightforward as possible to tell us when something has gone wrong. Feedback and complaints help us improve.

Making a complaint will never affect the support you receive from us.

2. How to raise a concern

You can raise a complaint in whatever way feels safest and easiest for you:

- by phone or in person, to any member of the team;
- by email or in writing;
- through a friend, advocate, or another organisation supporting you, if you'd rather not contact us directly.

If it would help to complain in a different format: Easy Read, another language, or with someone supporting you, tell us and we'll arrange it.

If your concern is about your safety, or the safety of a child or adult at risk, please tell us straight away. This will be treated as a safeguarding matter under our Safeguarding Policy and dealt with urgently, it won't wait for the complaints process below.

3. What happens next

- **Acknowledgement** - we will acknowledge your complaint within 3 working days, tell you who is handling it, and send you a copy of this policy if you'd like one.
- **Review** - Lu Faragher (Director) will look into what happened, which may include speaking to anyone involved in the matter and reviewing relevant records.
- **Response** - within 21 days of our acknowledgement, we will invite you to a meeting or call to discuss your complaint, or send you a full written response, whichever you'd prefer. If we meet, we'll confirm what was discussed and agreed, in writing, within 3 days.
- **Still not happy?** You can ask for our response to be reviewed. Where possible, this will be done by a Director who wasn't involved in the original decision. We'll confirm our final response within 14 days of your request.

We aim to resolve every complaint within 8 weeks.

4. If your complaint is about a Director

If your complaint involves a Director, it will be reviewed from the outset by Nina Mason (or another director not involved), so the person you're complaining about isn't the one deciding the outcome.

5. If you're still not satisfied

Glow Forward CIC isn't regulated by an ombudsman for the wellbeing and community support services we provide, so if you remain unhappy after our internal process, you can:

- ask us to arrange independent mediation; and/or
- contact the relevant funder for the programme or project you attended, if your complaint relates to funded work, as they may have their own route for beneficiaries.

The Legal Ombudsman only considers complaints about solicitors and other regulated legal services providers, and the Office of the Regulator of Community Interest Companies only investigates breaches of CIC rules such as misuse of the asset lock - neither is the right place for a complaint about the support you received from us.

6. Complaints about how we handle your personal data

If your complaint is specifically about how we've used or looked after your personal information, you can raise this as a data protection complaint. We will acknowledge it within 30 days, investigate without undue delay and keep you informed, and tell you the outcome and what we'll do as a result. If you're still unhappy, you can complain to the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

7. Recording and learning from complaints

We keep a confidential record of all complaints, including anonymous ones, so we can spot patterns and improve what we do. Records are stored securely, accessible only to those who need them, and kept for 6 years from when the complaint is closed, in line with standard practice for UK charities and community organisations. Where a complaint raises a safeguarding concern, the related records are kept under our separate safeguarding retention rules instead, which may be longer. We report on what we've learned from complaints as part of our annual review of this policy and our Community Interest Company report.

8. Review

This policy is reviewed once a year, or sooner if the law changes or our services change, to make sure it stays accurate and reflects good practice for organisations like ours.

Signed by Director, Lu Faragher, on 18.06.2026

A handwritten signature in black ink, appearing to read 'Lu Faragher', with a stylized flourish at the end.

Next review will take place in May 2027.