



Inclusion Hub - Complaints Policy

1. Purpose

We want everyone who works with or for the Inclusion Hub to feel supported, heard, and treated fairly. This policy explains how you can raise a concern or complaint and what we will do to resolve it.

2. Scope

This policy applies to all Inclusion Hub staff. It includes both permanent and bank workers. It covers any concerns you may have about your role, treatment at work, or organisational decisions.

3. When to Use This Policy

- You feel you have been treated unfairly.
- You disagree with a decision made about your work or conduct.
- You feel your rights or dignity have not been respected.
- You have a concern that hasn't been resolved informally.

4. How to Raise a Complaint

Step 1: Try to speak with your manager or team lead informally. Most issues can be resolved through open, honest conversation.

Step 2: If this doesn't help, raise a formal complaint with your manager or another senior member of staff. Put it in writing if you can. If not, we can write down your concern for you.

Step 3: We will look into your complaint and aim to give you an answer within 10 working days.

5. What Happens Next

- We'll talk to you and anyone else involved.
- We'll keep your information private.
- We'll give you a clear outcome and explain any next steps.
- If you feel the outcome is unfair, you can ask a senior manager to review it.

6. Safeguarding and Whistleblowing

If your concern involves abuse, harm, or serious wrongdoing, follow our Safeguarding or Whistleblowing Policy. These offer extra protections and support for serious concerns.

7. Equality and Fairness

You will never be treated unfairly for raising a complaint in good faith. We will always listen and act with fairness and respect.

8. Monitoring and Review

This policy is reviewed annually or sooner if needed by the Governance and Compliance Team at disAbility Cornwall & Isles of Scilly, and approved by the CEO.

Equality and Human Rights Statement

This policy has been reviewed for its impact on equality and human rights. It supports our organisational commitment to inclusion, diversity, and fairness for all employees and stakeholders.

Document Control				
Version	Date	Review Due	Author/s	Approved by
V1	July 2025	July 2026	DC Governance & Compliance Team	