

## Rebel Makers | Complaints Policy

As an organisation committed to creating positive opportunities for all, Rebel Labs welcome any and all feedback about Rebel Makers, even if that feedback is negative or a complaint. Such complaints not only present an opportunity to learn and improve, but give us the chance to put things right for the person or organisation that has made the complaint, and do everything we can to ensure a fully positive experience for the future.

Our policy is:

- to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- to make the existence of our complaints procedure known and accessible so that people know how to make a complaint.
- to ensure Rebel Labs staff (Team Rebel) and all volunteers in a position of authority (Club Leaders) knows what to do if a complaint\* is received.
- to ensure all complaints are investigated fairly and in a timely way.
- to ensure complaints are, wherever possible, resolved and relationships repaired.
- to learn from complaints to better Rebel Makers as a programme, and Rebel Labs as an organisation.

*\*nb a complaint and an incident may constitute two separate issues, with each being dealt with accordingly. To find out more about incident response and reporting please visit [logistics.rebelmakers.co.uk](http://logistics.rebelmakers.co.uk)*

### Definition of a Complaint

A complaint is any and all expressions of dissatisfaction, whether justified or not, about any aspect of Rebel Makers.

### Where Complaints Come From

Complaints may come from Club Leaders, Rebels, parents/guardians of Rebels, Club venues, partners, sponsors or any other organisations that we interact with. If you would like to make a complaint, please do via email at [makersclub@rebellabs.co.uk](mailto:makersclub@rebellabs.co.uk) or let us know by phone on +44 1255 411 142.

### Confidentiality

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

### Responsibility

Overall responsibility for this policy and its implementation lies with Rebel Labs as producers of the Rebel Makers programme. Team Rebel will endeavour to respond to all complaints in a timely and efficient manner, and commit to answering all formal complaints within 4 weeks.

### Review

This policy is reviewed regularly and updated as required.  
Last update: June 2016