

OFFICIAL POLICY

Complaints Policy and Procedure

A fair, transparent and structured approach to handling complaints
within GROW Networking Group.

GROW Networking Group

March 2026

SECTION 01

Purpose of this Policy

GROW is a voluntary business networking group run by a board of volunteers. We aim to create a professional, welcoming and collaborative environment for all attendees.

We take complaints seriously and are committed to handling them fairly, transparently and promptly.

This policy sets out how complaints relating to GROW events, organisers, or attendees will be managed.

OUR COMMITMENT

GROW is dedicated to maintaining an environment where every member feels heard and valued. This policy ensures that all concerns are addressed with fairness and integrity.

SECTION 02

What is a Complaint

A complaint is defined as any expression of dissatisfaction about the conduct of a GROW event, the actions of organisers or volunteers, or the behaviour of attendees.

Complaints may relate to issues such as:

- Event organisation
- Attendee behaviour
- Data protection concerns
- Communication issues
- Conduct of organisers or volunteers

SECTION 03

Principles for Handling Complaints

All complaints will be handled according to the following principles:

Our Core Principles

- Complaints will be treated seriously and respectfully

- Complaints will be considered objectively and fairly
- All parties will be given an opportunity to respond
- Complaints will be handled within reasonable timescales
- Records of complaints and outcomes will be maintained

SECTION 04

Informal Resolution

Where possible, concerns should be raised informally with the event organisers at the earliest opportunity.

Many issues can often be resolved quickly through discussion with the organisers either during or shortly after the event.

TIP

Raising concerns early and informally often leads to the quickest and most effective resolution for all parties involved.

SECTION 05

Formal Complaints

If a matter cannot be resolved informally, a formal complaint may be submitted in writing. Complaints should include:

- The name of the complainant
- Contact details
- Details of the issue or concern
- The date of the event or incident
- Any relevant supporting information

Complaints should be sent to:

Submit formal complaints via email to
hello@grow-networking.co.uk

SECTION 06

Acknowledgement of Complaints

GROW will acknowledge receipt of a complaint within **5 working days**.

The complaint will then be reviewed by the event organisers or a designated member of the organising team.

SECTION 07

Investigation

Where appropriate, the organisers may:

- Request further information from the complainant
- Speak with individuals involved
- Review relevant records or communications

A written response will normally be provided within **14 working days**.

If additional time is required due to the complexity of the issue, the complainant will be informed.

5 Days

ACKNOWLEDGEMENT

14 Days

WRITTEN RESPONSE

Escalation to the Board

If the complainant is dissatisfied with the response provided by the organisers, the complaint may be escalated to the **GROW Board of Volunteers** for independent review.

The board may review the complaint, request additional information and make a final decision on the matter.

PLEASE NOTE

The decision of the board will be final.

PROCESS OVERVIEW

Complaints Procedure at a Glance

- 1 Informal Resolution**
Raise concerns directly with event organisers at the earliest opportunity.
- 2 Formal Complaint**
Submit in writing to hello@grow-networking.co.uk with full details.
- 3 Acknowledgement**
Receipt acknowledged within 5 working days.
- 4 Investigation**
Written response provided within 14 working days.
- 5 Escalation (if needed)**
Escalate to the GROW Board of Volunteers for a final decision.

Possible Outcomes

Following investigation, GROW may take actions including:

- Providing clarification or explanation
 - Issuing an apology
 - Updating procedures or policies
 - Addressing behaviour of attendees where appropriate
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- Implementing changes to prevent recurrence

SECTION 10

Confidentiality

Complaints will be handled confidentially wherever possible.

Information will only be shared with individuals who need to be involved in reviewing the complaint.

SECTION 11

Records

GROW will maintain a record of complaints received and the actions taken to resolve them.

These records will be used to help improve the organisation and delivery of events.

Contact GROW

For any questions about this policy or to submit a complaint, please contact us:

hello@grow-networking.co.uk