



## **MathsWorldUK Complaints Policy**

Version 2.0

Approved by the Board of Trustees: 8-6-2026

Policy Owner: CEO

### **1. Purpose**

MathsWorldUK is committed to providing high-quality educational experiences, public engagement activities, and charitable services in a safe, inclusive, and respectful environment.

Receiving feedback and responding to complaints is an important part of improving our accountability, learning from experience, and strengthening the quality of our work. We welcome complaints as an opportunity to improve our services, practices, and relationships with visitors, participants, schools, volunteers, supporters, and the wider public.

This policy explains:

- how complaints can be made;
- how complaints will be handled;
- expected response times;
- how concerns may be escalated where appropriate.

### **2. Scope**

This policy applies to complaints about the activities, services, staff, volunteers, trustees, contractors, or representatives of MathsWorldUK.

This includes complaints relating to:

- visits to the maths discovery centre;
- workshops, events, exhibitions, and outreach activities;
- educational programmes;
- accessibility and inclusion;
- customer service;
- health and safety;
- fundraising activities;
- communications and publicity;
- behaviour of staff, volunteers, or associated personnel.

Complaints may be made by:

- visitors;
- participants;
- parents or carers;
- schools and teachers;
- volunteers;
- supporters and donors;
- partner organisations;
- members of the public;
- any organisation or individual affected by the work of MathsWorldUK.

This policy applies within the United Kingdom.

### 3. Definitions

A complaint is an expression of dissatisfaction about:

- the standard of service provided by MathsWorldUK;
- the actions or behaviour of staff, volunteers, trustees, or associated personnel;
- a failure to act appropriately;
- the quality or safety of activities or facilities.

A complaint is normally a criticism that expects a response and would like something to change.

Examples of complaints may include:

- concerns about visitor experience;
- concerns regarding educational activities or events;
- accessibility concerns;
- dissatisfaction with communications or fundraising approaches;
- concerns about conduct or behaviour;
- concerns regarding equality, diversity, or inclusion;
- health and safety concerns.

A complaint must relate to an area for which MathsWorldUK is responsible or reasonably able to influence.

### 4. Matters Not Covered by This Policy

The following are not normally dealt with under this complaints policy:

- general requests for information;
- routine service requests;
- requests to amend records or contact details;
- requests to unsubscribe from communications;
- contractual disputes;

- insurance claims;
- complaints currently subject to legal proceedings or investigation by a statutory or regulatory authority.

The following concerns are managed under separate procedures where appropriate:

- safeguarding concerns;
- employee grievances;
- disciplinary matters.

## **5. Principles**

MathsWorldUK will ensure that complaints are:

- taken seriously;
- handled fairly and objectively;
- treated confidentially where possible;
- investigated proportionately;
- resolved promptly;
- used to improve organisational learning and practice.

No individual will be treated unfairly because they have made a complaint in good faith.

## **6. Accessibility and Equality**

MathsWorldUK is committed to ensuring that the complaints process is accessible to everyone.

Complaints may be made:

- in writing;
- by email;
- verbally;
- by telephone;
- through a representative acting on behalf of the complainant.

Where necessary, MathsWorldUK will make reasonable adjustments in accordance with the Equality Act 2010, including:

- providing information in alternative formats;
- assisting individuals to record verbal complaints;
- supporting accessibility needs.

Children and young people may make complaints directly or through a parent, carer, or teacher.

## **7. Informal Resolution (Stage 1)**

MathsWorldUK hopes that most concerns can be resolved quickly and informally.

Visitors, participants, schools, volunteers, and members of the public are encouraged, where appropriate, to raise concerns directly with the relevant member of staff at the earliest opportunity.

Staff and volunteers should seek to resolve minor concerns promptly, courteously, and appropriately.

Where a concern cannot be resolved informally, or where the matter is sufficiently serious, a formal complaint may be made under Stage 2 of this policy.

## **8. Formal Complaints Procedure (Stage 2)**

Formal complaints should normally be submitted within three months of the incident or issue arising and should include:

- the complainant's name and contact details;
- details of the complaint;
- dates, times, and relevant facts where possible;
- any supporting evidence;
- the outcome sought.

Complaints should be addressed to:

Katie Chicot, CEO  
MathsWorldUK  
Stringer House, 34 Lupton Street, Leeds LS10 2QW  
Tel: 0113 2086774  
Email: [katie.chicot@open.ac.uk](mailto:katie.chicot@open.ac.uk)

If the complaint concerns the CEO, it should be addressed to the Chair of the Trustees:

Lynne McClure Chair of the Trustees  
MathsWorldUK  
Stringer House, 34 Lupton Street, Leeds LS10 2QW  
Tel: 0113 2086774  
Email: [lmccclure2022@gmail.com](mailto:lmccclure2022@gmail.com)

MathsWorldUK will acknowledge formal complaints within five working days.

Complaints will normally be investigated by the CEO or an appropriately appointed senior representative.

Where the complaint concerns the CEO, the Co-Chairs of Trustees will appoint an independent trustee or another appropriate individual to investigate.

Investigations may include:

- reviewing documents and records;
- speaking with relevant individuals;
- obtaining professional advice where appropriate.

MathsWorldUK aims to provide a written response within 20 working days.

Where additional time is required, the complainant will be informed of:

- the reason for the delay;
- actions being taken;
- the expected timeframe for completion.

The written response will include:

- a summary of the investigation;
- findings;
- any actions to be taken;
- information about how to request a review under Stage 3 if dissatisfied.

## **9. Review and Appeal (Stage 3)**

If the complainant remains dissatisfied following the Stage 2 outcome, they may request a review within 20 working days of receiving the response.

Requests for review should explain:

- why the complainant remains dissatisfied;
- any concerns regarding process or outcome;
- any new relevant information.

The review will normally be conducted by:

- a panel of trustees;
- a trustee not previously involved;
- or another appropriately independent person appointed by the Board.

The review will consider:

- whether the complaints procedure was followed appropriately;
- whether the investigation was reasonable and proportionate;
- whether the outcome was supported by the available evidence.

The outcome of the review will normally be communicated within 20 working days and will represent MathsWorldUK's final internal decision.

## **[10. Safeguarding Concerns**

Complaints or concerns involving:

- children;
- young people;
- vulnerable adults;
- abuse;
- neglect;
- inappropriate conduct;
- safeguarding risks

will be handled in accordance with the MathsWorldUK Safeguarding Policy.

Safeguarding concerns may be referred immediately to:

- the Designated Safeguarding Lead;
- local authority safeguarding teams;
- the police;
- other statutory agencies where appropriate.

Safeguarding matters may require immediate action and may take precedence over the standard complaints process.]

## **11. Confidentiality and Data Protection**

Complaint information will be handled sensitively and shared only with those who need access in order to investigate and resolve the matter.

MathsWorldUK will process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), and the Data Protection Act 2018. Complaint records will be retained securely in accordance with the organisation's data retention procedures.

## **12. Anonymous, Persistent, or Unreasonable Complaints**

Anonymous complaints may be considered where there is sufficient information to permit investigation.

MathsWorldUK may limit contact or discontinue correspondence where a complainant:

- behaves abusively or aggressively;
- makes repetitive or vexatious complaints;
- refuses to engage reasonably with the process.

Any such decision will be proportionate, documented, and approved by a senior trustee or the CEO.

### **13. Learning and Governance**

MathsWorldUK will maintain a confidential complaints register recording:

- the nature of complaints;
- actions taken;
- outcomes;
- lessons learned.

The Board of Trustees will receive periodic anonymised reports to support:

- organisational learning;
- risk management;
- safeguarding oversight;
- service improvement.

### **14. External Escalation**

MathsWorldUK encourages complainants to use this procedure in the first instance.

If a complainant remains dissatisfied after completing the internal process, they may contact relevant external bodies where appropriate, including:

- the Charity Commission for England and Wales
- the Fundraising Regulator
- the Information Commissioner's Office
- local authority safeguarding services
- the Health and Safety Executive

The Charity Commission does not usually resolve complaints about charities directly but may consider serious concerns regarding misconduct or mismanagement.

### **15. Related Policies**

This policy should be read alongside:

- Safeguarding Policy
- Equal Opportunities Policy

### **16. Monitoring and Review**

This policy will be reviewed annually by the Board of Trustees, or earlier where:

- legislation changes;

- regulatory guidance changes;
- operational learning indicates revision is necessary.

The latest approved version of the policy will be published and made available on request.