

Complaints Policy

Prime Community Support Services CIC

Company No. 17432310 | Registered Community Interest Company | Private company limited by guarantee | Registered in England and Wales

How service users and other stakeholders can raise concerns about Prime.

Effective date: 2 September 2026 **Review:** at least annually and whenever services, law or website functionality materially change.

1. Our commitment

Prime Community Support Services CIC, Company No. **17432310**, welcomes feedback and takes complaints seriously. A person will not be treated unfairly for making a complaint in good faith.

2. How to complain

Complaints can be emailed to **info@primecss.org.uk**. If language, disability, digital exclusion or another access need makes this difficult, tell us and we will try to provide a reasonable alternative.

- Your name and preferred contact details.
- What happened and when.
- Who was involved, if known.
- What you would like us to do.
- Any documents that may help.

3. Response times

We aim to acknowledge a complaint within **5 working days** and provide a full response within **20 working days**. If more time is needed, we will explain why and provide an updated timescale.

4. Investigation and outcomes

Complaints should be reviewed fairly and, where practicable, by someone not directly responsible for the issue. Outcomes may include an explanation, apology, correction, practical remedy, service improvement, refund where appropriate, learning, or a decision that the complaint is not upheld.

5. Review or escalation

If dissatisfied, a complainant may request an internal review within **20 working days** of our response. Where an external regulator, commissioner, funder, ombudsman or other body has jurisdiction, we will identify a relevant escalation route where appropriate.

6. Serious concerns and records

Safeguarding allegations, fraud, discrimination, data breaches or criminal conduct may require a separate procedure or referral. We keep proportionate complaint records and use learning to improve services.

Organisation details: Prime Community Support Services CIC, Company No. 17432310. Registered Community Interest Company, private company limited by guarantee, registered in England and Wales. Website: primecss.org.uk. Email: info@primecss.org.uk.