



Complaints & Concerns Process

Manchester Digital is committed to maintaining high standards across our membership community, events, programmes and partnerships.

We welcome feedback and take concerns seriously.

What Can Be Reported

This process can be used to raise concerns relating to:

- Conduct at events or programmes
- Breaches of the Community Code of Conduct
- Member behaviour
- Partnership or delivery concerns
- Accessibility or inclusion concerns
- Service delivery issues
- Safeguarding concerns (although these may be handled under separate safeguarding procedures)

Raising a Concern

Where appropriate, we encourage individuals to first seek an informal resolution.

If this is not possible, concerns should be submitted in writing to Manchester Digital.

Please include:

- A description of the issue
- Relevant dates and locations

- Individuals involved
- Any supporting evidence where available
- The outcome you are seeking

Our Response

We will:

- Acknowledge receipt of the concern
- Review the information provided
- Gather additional information where necessary
- Consider the matter fairly and objectively
- Communicate the outcome where appropriate

Some matters may require confidentiality and therefore certain details may not be shared.

Possible Outcomes

Depending on the circumstances, outcomes may include:

- No further action
- Informal resolution
- Guidance or mediation
- Formal warning
- Restrictions on participation
- Suspension or termination of membership, participation or partnership arrangements

Safeguarding Concerns

Concerns involving immediate risk, harm or safeguarding matters will be prioritised and managed in accordance with Manchester Digital's safeguarding procedures.

Continuous Improvement

We value feedback and use complaints and concerns to improve our services, programmes and community experience.