



POLICY HANDBOOK

Published: 21.02.2026
Review Date: 21.02.2027





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Safeguarding Policy

TBlades Down – Safeguarding Policy

1. Introduction

Blades Down, is dedicated to creating a safe, inclusive, and supportive environment for all young people. The welfare of the children and young people who participate in our activities is our primary concern. This policy outlines the measures we take to safeguard our members and ensure their well-being.

2. Purpose

The purpose of this policy is to:

- Protect children and young people who attend Blades Down activities.
- Provide staff, volunteers, and participants with clear guidelines on our approach to safeguarding.
- Ensure that all suspicions and allegations of abuse are taken seriously and responded to swiftly and appropriately.

3. Scope

This policy applies to all staff, volunteers, and participants in Blades Down activities, including contractors and anyone working on behalf of the organisation.

4. Definitions

- Child: Anyone under the age of 18.
- Safeguarding: Protecting children from maltreatment, preventing impairment of their health or development, ensuring they grow up in a safe and effective care environment, and taking action to enable all children to have the best outcomes.

5. Policy Principles

- The welfare of the child is paramount.
- All children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity, have the right to equal protection from all types of harm or abuse.
- Working in partnership with children, their parents, carers, and other agencies is essential in promoting young people's welfare.

6. Roles and Responsibilities

- Designated Safeguarding Officer (DSO): Responsible for implementing and monitoring this policy, providing support to staff and volunteers, and acting as a point of contact for safeguarding concerns.
- Staff and Volunteers: Must adhere to this policy, complete safeguarding training, and report any concerns to the DSO.
- Participants and Parents/Carers: Encouraged to communicate any concerns about a child's welfare to the DSO.

7. Safe Recruitment

- All prospective staff and volunteers will undergo a rigorous recruitment process, including background checks and interviews.
- References will be sought, and all successful candidates must complete an enhanced DBS check.

8. Training

- All staff and volunteers will receive safeguarding training appropriate to their role.
- Regular refresher training will be provided to ensure ongoing awareness of safeguarding issues.

9. Code of Conduct

- Staff and volunteers should always act in the best interests of the children.
- Physical contact should be avoided unless necessary for safety or support and should always be appropriate and respectful.
- Any form of bullying, harassment, or discrimination will not be tolerated.

10. Responding to Disclosures and Concerns

- Any concern or disclosure must be reported to the DSO immediately.
- The DSO will document all concerns and follow the appropriate procedures, including reporting to local authorities if necessary.
- Confidentiality will be maintained, but the welfare of the child is the overriding concern.

11. Reporting Procedures

- Immediate Danger: Contact emergency services (999).
- Non-Immediate Concerns: Report to the DSO, who will decide on the appropriate action.
- DSO Contact: Danni Adams

12. Record Keeping

- All records of safeguarding concerns will be kept securely and confidentially.
- Records will only be accessible to the DSO and relevant authorities.

13. Review and Monitoring

- This policy will be reviewed annually or following any significant safeguarding incident.
- Feedback from staff, volunteers, and participants will be sought to inform improvements.

14. Contact Information

- Designated Safeguarding Officer: Danni Adams, info@bladesdown.co.uk,
- Local Authority Safeguarding Team: Cheshire West and Chester, 0300 123 7034
- NSPCC Helpline: 0808 800 5000

This policy is approved and endorsed by the leadership of The Blades Down Foundation and is effective as of 21.02.2026
By adhering to this policy, Blades Down aims to provide a safe and positive environment for all young people involved in our activities.

Conflict of Interest Policy

Blades Down – Conflict of Interest Policy

1. Introduction

Blades Down is committed to maintaining the highest standards of integrity and transparency. To ensure that our operations and decisions are free from bias and undue influence, we have established this Conflict of Interest Policy. This policy applies to all members of the Board of Directors, officers, employees, and volunteers (collectively, "affiliates") of Blades Down.

2. Purpose

The purpose of this policy is to protect Blades Down interests when it is considering entering into a transaction or arrangement that might benefit the private interest of an affiliate or result in a possible excess benefit transaction.

3. Definition of Conflict of Interest

A conflict of interest arises when an affiliate has a personal, financial, or other interest that could improperly influence their duties or decisions made on behalf of Blades Down. Conflicts of interest may include, but are not limited to:

- Direct or indirect financial interest in a transaction involving Blades Down.
- Serving as an officer, director, employee, or holding any position of influence in any entity doing business with Blades Down.
- Receiving personal gifts or benefits from third parties in connection with their role at Blades Down.
- Any situation in which personal, familial, or financial considerations might compromise, or appear to compromise, an affiliate’s professional judgment and ability to act in the best interest of Blades Down.

4. Disclosure of Conflicts

- Initial Disclosure: Upon joining Blades Down, each affiliate must disclose any known conflicts of interest.
- Ongoing Disclosure: Affiliates must promptly disclose any new conflicts of interest as they arise.
- Disclosures should be made in writing to the Executive Director or, if the Executive Director is involved, to the Chair of the Board of Directors.

5. Procedures for Addressing Conflicts of Interest

- Investigation: The Executive Director or Chair of the Board will review the disclosed conflict and determine the appropriate course of action. This may include gathering additional information and consulting with other board members.
- Recusal: The affiliate with the conflict of interest shall not participate in discussions or decisions related to the matter, except to provide information if requested.
- Decision: The Board of Directors will make a final determination on how to manage the conflict, which may include:
 - Approving the transaction or arrangement with appropriate safeguards.
 - Prohibiting the affiliate from participating in the matter.
 - Any other action deemed appropriate to protect The Blades Down Foundation’s interests.

6. Violations of the Conflict of Interest Policy

If the Board of Directors has reason to believe that an affiliate has failed to disclose a conflict of interest, it will inform the individual of the basis for such belief and provide an opportunity to explain the alleged failure to disclose.

If, after hearing the response and conducting further investigation, the Board determines that the affiliate has failed to disclose a conflict of interest, it will take appropriate disciplinary and corrective action.

7. Annual Review

To ensure continuous compliance with this policy, all affiliates shall complete an annual conflict of interest disclosure form. This form will be reviewed by the Board of Directors.

8. Record Keeping

The minutes of the Board and all committees with board-delegated powers shall contain:

- The names of the affiliates who disclosed or were found to have a conflict of interest.
- The nature of the conflict.
- Any action taken to determine whether a conflict of interest was present.
- The Board’s decision as to whether a conflict of interest in fact existed.
- The names of the persons present for discussions and votes relating to the transaction or arrangement, the content of the discussion, and a record of any votes taken.

9. Conclusion

The Blades Down Foundation values the trust placed in us by our donors, partners, and the communities we serve. By adhering to this Conflict of Interest Policy, we strive to uphold our commitment to ethical conduct and accountability.

Approved by the Board of Directors on 21.02.2026

This policy should be reviewed regularly and updated as necessary to reflect any changes in laws, regulations, or organisational practices.

Directors Code of Conduct Policy

Blades Down – Director Code of Conduct Policy

1. Introduction

Blades Down is dedicated to promoting the highest standards of ethics and integrity in all aspects of its operations. As directors of Blades Down, our actions and decisions have a profound impact on the organisation’s credibility and success. This Director Code of Conduct Policy outlines the principles and standards that all members of the Board of Directors are expected to uphold, ensuring the integrity of our work.

2. Purpose

The purpose of this policy is to provide clear guidelines for the behaviour and responsibilities of directors to ensure that they act in the best interests of Blades Down and its mission.

3. Principles and Standards

1. Integrity and Honesty

- Directors shall act with integrity and honesty in all dealings on behalf of Blades Down.
- They must ensure that their conduct maintains and enhances public confidence in the organisation.

2. Accountability and Responsibility

- Directors are accountable to the stakeholders of Blades Down, including donors, beneficiaries, and the broader community.
- They must perform their duties with diligence, care, and the utmost responsibility.

3. Confidentiality

- Directors must maintain the confidentiality of all proprietary or sensitive information entrusted to them by Blades Down, except when disclosure is authorised or legally mandated.

4. Transparency

- Directors must promote transparency in all actions and decisions related to Blades Down activities, ensuring that records and documentation are accessible and clear to appropriate parties.

5. Conflict of Interest

- Directors must avoid any conflicts of interest and disclose any potential conflicts as soon as they arise.
- They should recuse themselves from decisions where they have a personal or financial interest.

6. Commitment to the Mission

- Directors shall actively support and advance the mission and objectives of Blades Down.
- They must be fully committed to the goals and values of the organisation and prioritise these over personal interests.

7. Respect and Fairness

- Directors must treat all individuals with respect and fairness.
- They must avoid any form of discrimination, harassment, or bias in their interactions with colleagues, stakeholders, and the community.

8. Compliance with Laws and Regulations

- Directors must comply with all applicable laws, regulations, and organisational policies in the conduct of their duties.
- They should ensure that Blades Down operates within legal and ethical boundaries.

9. Professional Development

- Directors are encouraged to pursue continuous professional development to better serve Blades Down.
- They should seek opportunities for training and education relevant to their roles and responsibilities.

10. Stewardship of Resources

- Directors must ensure that the resources of Blades Down are used effectively and efficiently to further its mission.
- They are responsible for the prudent management of financial, human, and material resources.

4. Procedures for Addressing Breaches

- Reporting: Any suspected breaches of this Code of Conduct should be reported to the Chair of the Board or another designated director.
- Investigation: Reports of breaches will be investigated promptly and thoroughly by an appropriate committee or designated individuals.
- Action: If a breach is confirmed, appropriate action will be taken, which may include removal from the Board or other disciplinary measures.

5. Annual Acknowledgment

All directors shall review and acknowledge their understanding of this Code of Conduct annually. This acknowledgment will be documented and kept on file.

6. Review and Amendments

This policy will be reviewed periodically and updated as necessary to ensure its continued relevance and effectiveness. Amendments to this policy must be approved by the Board of Directors.

7. Conclusion

The Board of Directors of Blades Down plays a crucial role in the governance and success of the organisation. By adhering to this Code of Conduct, directors help ensure that Blades Down remains a trusted and effective charity dedicated to its mission.

Approved by the Board of Directors on 21.02.2026

This policy should be reviewed regularly and updated as necessary to reflect any changes in laws, regulations, or organisational practices.

Equality Policy

Blades Down – Equality, Diversity, and Inclusion Policy

1. Introduction

Blades Down, is committed to promoting equality, diversity, and inclusion in all aspects of our work. We believe that everyone should be treated with respect and dignity, and we strive to create an environment where all individuals can thrive and contribute to our mission. This Equality Policy outlines our commitment to these principles and the actions we will take to uphold them.

2. Purpose

The purpose of this policy is to ensure that Blades Down operates in a manner that is inclusive and non-discriminatory, providing equal opportunities for all individuals regardless of their background or personal characteristics.

3. Scope

This policy applies to all aspects of Blades Down operations, including but not limited to employment, volunteer involvement, service delivery, partnerships, and interactions with stakeholders. It covers all members of the Board of Directors, officers, employees, volunteers, and beneficiaries.

4. Principles

1. Commitment to Equality

- Blades Down is committed to promoting equality of opportunity and preventing discrimination, harassment, and victimisation on the grounds of age, disability, gender, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

2. Diversity and Inclusion

- We value and respect the diverse backgrounds, perspectives, and experiences of all individuals.
- We strive to create an inclusive environment where everyone feels valued and has the opportunity to contribute and succeed.

3. Fair Treatment

- All individuals associated with Blades Down will be treated fairly and with respect.
- We are committed to providing equal access to opportunities, resources, and support, and to eliminating any barriers that may prevent full participation.

4. Non-Discrimination

- Blades Down will not tolerate any form of discrimination, harassment, or victimisation.
- We will take all allegations of such behaviour seriously and address them promptly and effectively.

5. Accessibility

- We are committed to making our services and activities accessible to all.
- We will take reasonable steps to accommodate the needs of individuals with disabilities and to ensure that our facilities, communications, and materials are accessible.

5. Actions to Promote Equality

1. Policy Implementation

- We will implement and regularly review this Equality Policy to ensure it remains effective and relevant.
- We will communicate this policy to all members of Blades Down and ensure that they understand their responsibilities under it.

2. Training and Awareness

- We will provide training and development opportunities to all members of Blades Down to raise awareness of equality, diversity, and inclusion issues and to equip them with the skills to promote these values in their work.

3. Monitoring and Evaluation

- We will monitor and evaluate our activities and practices to ensure compliance with this policy.
- This will include collecting and analysing data on diversity and equality and seeking feedback from stakeholders.

4. Inclusive Practices

- We will incorporate inclusive practices into all aspects of our work, from recruitment and selection to service delivery and community engagement.
- This includes using inclusive language, providing reasonable accommodations, and ensuring diverse representation in decision-making processes.

5. Addressing Concerns

- We will establish clear procedures for reporting and addressing concerns related to discrimination, harassment, or victimisation.
- We will ensure that all concerns are handled confidentially, sensitively, and in accordance with relevant laws and best practices.

6. Responsibilities

1. Board of Directors

- The Board of Directors is responsible for overseeing the implementation of this policy and ensuring that Blades Down upholds its commitment to equality and inclusion.

2. Executive Director

- The Executive Director is responsible for the day-to-day implementation of this policy, including providing leadership on equality issues and ensuring that staff and volunteers are aware of their responsibilities.

3. Staff and Volunteers

- All staff and volunteers are responsible for promoting equality, diversity, and inclusion in their work and interactions with others.
- They must adhere to this policy and report any concerns or breaches.

7. Review and Amendments

- This policy will be reviewed annually and updated as necessary to reflect any changes in laws, regulations, or organisational practices.
- Amendments to this policy must be approved by the Board of Directors.

8. Conclusion

Blades Down is committed to creating a culture of equality, diversity, and inclusion. By adhering to this policy, we aim to ensure that all individuals are treated with respect and have equal opportunities to succeed and contribute to our mission.

Approved by the Board of Directors on 21.02.2026

This policy should be reviewed regularly and updated as necessary to reflect any changes in laws, regulations, or organisational practices.

Privacy Policy

Blades Down – Privacy Policy

1. Introduction

Blades Down, is committed to protecting the privacy and personal data of our donors, beneficiaries, volunteers, employees, and all other stakeholders. This Privacy Policy outlines our practices for collecting, using, maintaining, protecting, and disclosing personal data in accordance with applicable laws and regulations.

2. Purpose

The purpose of this policy is to ensure that all personal data handled by Blades Down is managed responsibly and securely, and to inform individuals about their rights regarding their personal data.

3. Scope

This policy applies to all personal data collected, stored, and processed by Blades Down, including data from donors, beneficiaries, volunteers, employees, partners, and other stakeholders.

4. Principles

1. Lawfulness, Fairness, and Transparency

- Blades Down will process personal data lawfully, fairly, and in a transparent manner.
- We will inform individuals about how their data will be used and obtain their consent where necessary.

2. Purpose Limitation

- We will collect personal data only for specified, explicit, and legitimate purposes and will not process it in a manner incompatible with those purposes.

3. Data Minimisation

- Blades Down will collect only the personal data that is adequate, relevant, and limited to what is necessary for the purposes for which it is processed.

4. Accuracy

- We will take reasonable steps to ensure that personal data is accurate, complete, and kept up-to-date.

5. Storage Limitation

- Personal data will be kept in a form that permits identification of individuals for no longer than necessary for the purposes for which it is processed.

6. Integrity and Confidentiality

- Blades Down will ensure appropriate security of personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical and organisational measures.

7. Accountability

- Blades Down is responsible for and will be able to demonstrate compliance with these principles.

5. Data Collection and Use

1. Types of Data Collected

2. We may collect the following types of personal data:

- Contact information (name, address, phone number, email address)
- Demographic information (age, gender, nationality)
- Financial information (bank account details, donation history)
- Employment information (CVs, references, employment history)
- Health information (relevant medical conditions for volunteering activities)
- Other information relevant to our activities and services

3. Methods of Data Collection

4. Personal data may be collected through:

- Online forms and website interactions
- Email, phone, and postal communications
- Event registrations and attendance
- Donations and fundraising activities
- Volunteer applications and interactions
- Surveys and feedback forms

5. Use of Personal Data

6. We use personal data for the following purposes:

- To manage donations and fundraising activities
- To communicate with donors, beneficiaries, volunteers, and partners
- To provide and manage our services and programmes
- To recruit and manage employees and volunteers
- To comply with legal obligations
- To improve our services and operations

6. Data Sharing and Disclosure

Blades Down will not sell, rent, or lease personal data to third parties. We may share personal data with:

- Service providers and contractors who assist us in our operations
- Legal and regulatory authorities as required by law
- Other entities with the individual's consent or as required to protect the rights, property, or safety of Blades Down and its stakeholders

This policy will be reviewed regularly to ensure compliance with data protection laws and best practices.

Privacy Policy

Blades Down – Data Security & Privacy Rights

1. Data Security

Blades Down, implements appropriate technical and organisational measures to protect personal data against unauthorised access, alteration, disclosure, or destruction. These measures include:

- Secure storage and encryption of electronic data
- Access controls and authentication protocols to limit access to authorised personnel
- Regular security assessments and updates to maintain the highest level of data protection

2. Individual Rights

Individuals have the following rights regarding their personal data:

- Right to Access: Request access to their personal data.
- Right to Rectification: Request correction of inaccurate or incomplete data.
- Right to Erasure: Request deletion of their personal data under certain conditions.
- Right to Restrict Processing: Request restriction of processing under certain conditions.
- Right to Data Portability: Request transfer of their data to another organisation.
- Right to Object: Object to the processing of their data under certain conditions.
- Right to Withdraw Consent: Withdraw consent to data processing at any time.

Requests to exercise these rights should be submitted to info@bladesdown.co.uk or 07542 919566.

3. Data Retention

Blades Down will retain personal data only for as long as necessary to fulfil the purposes for which it was collected or as required by law. Once the data is no longer needed, we will securely delete or anonymise it.

4. Changes to the Privacy Policy

Blades Down may update this Privacy Policy from time to time. We will notify individuals of any significant changes and will post the updated policy on our website.

5. Contact Information

For questions or concerns about this Privacy Policy or our data practices, please contact us at:

Blades Down

✉ info@bladesdown.co.uk

☎ 07542 919566

Approved by the Board of Directors on 21.02.2026

This policy should be reviewed regularly and updated as necessary to reflect any changes in laws, regulations, or organisational practices.

Finance Policy

Blades Down – Finance Policy

1. Introduction

Blades Down, is committed to maintaining the highest standards of financial management and accountability. This Finance Policy outlines the principles and procedures that guide our financial operations to ensure transparency, integrity, and responsible stewardship of our resources.

2. Purpose

The purpose of this policy is to establish clear guidelines for the financial management of Blades Down, ensuring that all financial transactions are conducted in a manner that protects the organisation’s assets, complies with applicable laws and regulations, and supports our mission.

3. Scope

This policy applies to all financial activities of Blades Down, including budgeting, accounting, financial reporting, fundraising, expenditure, asset management, and financial oversight. It covers all members of the Board of Directors, officers, employees, and volunteers involved in financial operations.

4. Principles

- 1.Accountability and Transparency
 - Blades Down will maintain accurate and complete financial records and provide timely and transparent financial reporting to stakeholders, including donors, beneficiaries, and regulatory authorities.
- 2.Compliance
 - All financial activities will be conducted in accordance with applicable laws, regulations, accounting standards, and best practices in financial management for non-profit organisations.
- 3.Stewardship
 - We will responsibly manage and protect the financial resources entrusted to us, ensuring that funds are used efficiently and effectively to further our mission.
- 4.Internal Controls
 - Blades Down will implement robust internal controls to safeguard assets, ensure accurate financial reporting, and prevent and detect fraud and errors.

5. Financial Planning and Budgeting

- 1. Annual Budget
 - An annual budget will be prepared, reviewed, and approved by the Board of Directors.
 - The budget will outline projected income and expenditures for the upcoming fiscal year and align with the strategic goals of Blades
- 2. Budget Monitoring
 - Financial performance will be monitored regularly against the approved budget.
 - Variances will be analysed, and necessary adjustments will be made to ensure financial stability and the achievement of organisational objectives.

6. Financial Management

- 1.Accounting System
 - Blades Down will maintain an accounting system that accurately records all financial transactions, supports the preparation of financial statements, and complies with generally accepted accounting principles (GAAP).
- 2. Financial Reporting
 - Regular financial reports, including income statements, balance sheets, and cash flow statements, will be prepared and presented to the Board of Directors.
 - Annual financial statements will be audited by an independent auditor.
- 3. Bank Accounts
 - Blades Down will maintain bank accounts in its name.
 - Authorised signatories, as approved by the Board of Directors, will be required for all bank transactions.
 - Dual authorisation will be required for all payments exceeding a specified amount.
- 4. Cash Handling
 - Cash handling procedures will be established to ensure the secure collection, recording, and deposit of all cash donations and receipts.
 - Cash transactions will be minimised to reduce risk.

7. Fundraising and Income

- 1. Fundraising Activities
 - All fundraising activities will be conducted ethically and in accordance with legal requirements.
 - Blades Down will ensure transparency in the use of funds raised and will provide donors with accurate information about how their contributions are used.
- 2. Grant Management
 - Grants and other restricted funds will be managed in compliance with the terms and conditions set by the funders.
 - Financial reports and audits will be conducted as required by grant agreements.

This policy will be reviewed regularly to ensure compliance with financial regulations and best practices.

Finance Policy

Blades Down – Expenditure, Payments, and Financial Oversight Policy

- 1. Expenditure and Payments
 - 1. Authorization of Expenditures
 - All expenditures must be authorised in accordance with the approved budget and Blades Down authorisation matrix.
 - Proper documentation must be maintained for all expenses.
 - 2. Procurement
 - Procurement of goods and services will be conducted through a competitive process to ensure value for money.
 - Contracts and agreements with suppliers and service providers will be documented and approved by authorised personnel.
 - 3. Reimbursements
 - Reimbursement of expenses to employees and volunteers will be made in accordance with the organisation's reimbursement policy.
 - Receipts and appropriate documentation must be provided for all reimbursable expenses.
- 2. Asset Management
 - 1. Asset Register
 - Blades Down will maintain an up-to-date register of all fixed assets, including property, equipment, and vehicles.
 - The register will record acquisition details, value, location, and condition of each asset.
 - 2. Asset Protection
 - Assets will be protected through adequate insurance coverage, regular maintenance, and secure storage.
 - Disposal of assets will be conducted in accordance with the organisation's asset disposal policy.
- 3. Financial Oversight
 - 1. Audit and Risk Committee
 - An Audit and Risk Committee will be established to oversee financial reporting, internal controls, and risk management.
 - The committee will work with the independent auditor to ensure the integrity of financial statements and compliance with regulations.
 - 2. Independent Audit
 - An independent audit of Blades Down financial statements will be conducted annually by a qualified auditor.
 - The audit report will be presented to the Board of Directors and made available to stakeholders.
 - 3. Risk Management
 - Blades Down will implement a risk management framework to identify, assess, and mitigate financial risks.
 - Regular risk assessments will be conducted, and appropriate measures will be taken to manage identified risks.
- 4. Review and Amendments
 - This policy will be reviewed annually and updated as necessary to reflect any changes in laws, regulations, or organisational practices.
 - Amendments to this policy must be approved by the Board of Directors.

5. Conclusion
By adhering to this Finance Policy, Blades Down aims to ensure the responsible management of its financial resources, uphold the trust of its stakeholders, and effectively support its mission.

Approved by the Board of Directors on 21.02.2026
This policy should be reviewed regularly and updated as necessary to reflect any changes in laws, regulations, or organisational practices.

Complaints Policy

Blades Down – Complaints Policy

1. Introduction

Blades Down, in partnership with Gloves Not Gangs, is committed to providing high-quality services and maintaining the highest standards of conduct. We value feedback from our stakeholders and recognize that complaints are an important part of that feedback. This Complaints Policy outlines our procedures for handling complaints to ensure they are addressed promptly, fairly, and effectively.

2. Purpose

The purpose of this policy is to provide a clear and transparent process for individuals to raise complaints, and to ensure that Blades Down handles these complaints in a consistent and professional manner.

3. Scope

This policy applies to all complaints received from stakeholders, including but not limited to donors, beneficiaries, volunteers, employees, and members of the public. It covers complaints about any aspect of Blades Down activities, services, staff, or operations.

4. Principles

1. Accessibility

- Blades Down will ensure that this policy is easily accessible to all stakeholders.
- Information about how to make a complaint will be available on our website and in our communications.

2. Responsiveness

- Complaints will be acknowledged promptly, and complainants will be kept informed of the progress and outcomes of their complaints.

3. Fairness

- Complaints will be investigated impartially and handled in a fair and equitable manner.
- All parties involved will have the opportunity to present their views and will be treated with respect and dignity.

4. Confidentiality

- Complaints will be handled confidentially, with information shared only with those who need to know in order to investigate and resolve the issue.

5. Continuous Improvement

- Blades Down will use feedback from complaints to improve our services and operations.
- We will analyze trends and implement changes to prevent recurrence of issues.

5. Procedure for Making a Complaint

1. How to Make a Complaint

- Complaints can be made in writing, by email, by phone, or in person.
- Complaints should be directed to:
- Blades Down
- ✉ info@bladesdown.co.uk

2. Information to Include

3. When making a complaint, please provide the following information:

- Your name and contact details
- A clear description of your complaint
- Any relevant dates, names, and details
- Any supporting documents or evidence
- What you would like to see as a resolution

4. Acknowledgment

- Upon receiving a complaint, Blades Down will acknowledge receipt within [5] working days.
- This acknowledgment will include an outline of the process and expected timelines for resolution.

6. Investigation and Resolution

1. Initial Assessment

- The complaint will be reviewed by a designated Complaints Officer, who will conduct an initial assessment to determine the appropriate course of action.

2. Investigation

- The Complaints Officer will investigate the complaint thoroughly, which may include:
 - Gathering additional information from the complainant and other relevant parties
 - Reviewing documents and records
 - Conducting interviews if necessary

3. Resolution

- Once the investigation is complete, Blades Down will provide a written response to the complainant outlining:
 - The findings of the investigation
 - Any actions taken to resolve the issue
 - Any measures implemented to prevent recurrence
 - Options for further recourse if the complainant is not satisfied with the outcome

This policy will be reviewed regularly to ensure effective handling of complaints and continuous improvement of our services.

Complaints Policy

Blades Down – Complaints Policy (Continued)

4. Escalation
If the complainant is not satisfied with the initial response, they may request a review by a senior manager or the Board of Directors.
- The request for review should be made within [10] working days of receiving the initial response.

5. Final Decision
The decision made at this stage will be considered final.
- Blades Down will communicate this final decision to the complainant within [20] working days of the request for review.

6. Record Keeping
Blades Down will maintain a record of all complaints, investigations, and outcomes.
- These records will be reviewed periodically to identify trends and areas for improvement.

7. Review and Amendments
- This policy will be reviewed annually and updated as necessary to reflect any changes in laws, regulations, or organisational practices.
 - Amendments to this policy must be approved by the Board of Directors.

8. Conclusion
Blades Down is dedicated to addressing complaints in a timely, fair, and effective manner. By following this policy, we aim to ensure that all stakeholders feel heard and respected, and that we continuously improve our services and operations.

Approved by the Board of Directors on 21.02.2026
This policy should be reviewed regularly and updated as necessary to reflect any changes in laws, regulations, or organisational practices.