



# COMPLAINTS POLICY AND PROCEDURE

## **1. POLICY**

A complaint is defined as a formal representation by a member of the public, a volunteer, a partner or other organisation regarding dissatisfaction with the standard of work, service, consultation or behaviour provided by the organisation and/or its employees.

This policy provides a mechanism for dealing with external complaints quickly and satisfactorily, by:

- Identifying the three stages of a formal complaint.
- Detailing the procedures involved in each of those three stages.
- Providing guidance on who to contact at each stage of the complaint.

All staff receiving a complaint will refer to and adhere to the procedure for dealing with external complaints.

## **2. PROCEDURES FOR MAKING A COMPLAINT**

Anyone who feels unhappy about the way in which the organisation has conducted any aspect of its business should directly contact the Chief Executive or the Head of HR & Governance on 01978 757524 or via email.

### **2.1. STAGE ONE**

The complainant can either:

- complete the Complaint Form and return it to the Head of HR & Governance; or
- request a third party to complete the Complaint Form and return it to the Head of HR & Governance; or
- request the details of the complaint to be recorded on the form by a member of the organisation's staff.

See Appendix 1 for a copy of the Complaint Form.

The organisation will endeavour to send an acknowledgement that the complaint has been received and is being investigated to the complainant within 5 working days of receipt.

An Investigation Manager will be appointed to investigate the complaint being made and the organisation will endeavour to send the outcome to the complainant in writing within 10 working days of receipt. If it is likely to take longer, then the complainant will be informed of this.

Unless the complainant wishes to pursue the matter further, the complaint will be considered to have been resolved and a record will be retained on the Complaints File.

If the complainant is still dissatisfied, they may wish to consider Stage Two of the Complaints Procedure.

## **2.2. STAGE TWO**

If the complainant is dissatisfied with the outcome in Stage One they should write to the Chief Executive. The letter should explain why the complainant is still dissatisfied, what they would like to happen, and any other points they feel are relevant.

The organisation will endeavour to send an acknowledgement that the complaint has been received and is being investigated to the complainant within 5 working days of receipt.

The Chief Executive will work with the complainant and the Investigation Manager to resolve the complaint. There may be the need to communicate over the phone and in person where necessary during this process.

The organisation will endeavour to send the outcome in writing within 15 working days of receipt of the complaint. If it is likely to take longer, then the complainant will be informed of this.

Unless the complainant wishes to pursue the matter further, the complaint will be considered to have been resolved and a record will be made on the Complaints file.

If the complainant is still dissatisfied, they may wish to consider the Final Stage of the Complaints procedure.

## **2.3. FINAL STAGE**

If the complainant is dissatisfied with the outcome in Stage Two, they should write to the Chair of the organisation. The letter should explain why the complainant is still dissatisfied, what they would like to happen, and any other points they feel are relevant.

The organisation will endeavour to send an acknowledgement that the complaint has been received and is being investigated within 5 working days of receipt.

The Chair will work with the complainant, the Chief Executive and the Investigating Manager to resolve the complaint. There may be the need to communicate over the phone and in person where necessary during this process.

The organisation will endeavour to send the decision in writing within 20 working days of receipt of the complaint. If it is likely to take longer, then the complainant will be informed of this. The decision will be final.

A record will be made on the Complaints file.



## Appendix One

### Complaints Form

To proceed with a complaint please complete this form and return to the Head of HR & Governance. This form will enable the complaint to be dealt with appropriately.

<b>SECTION 1 : Complainant details</b>	
Name	
Contact number	
E-mail address	
Address and postcode	
Please state how you would prefer us to contact you (for example by e-mail or telephone)	
<p><b>Your requirements</b></p> <p>If our usual way of dealing with concerns and complaints makes it difficult for you to use our service, for example if English or Welsh is not your first language or you need to engage with us in a particular way, please tell us so that we can discuss how we might help you.</p> <p>The person who experienced a problem should normally fill in this form. However, if you are filling this form on behalf of someone else, please complete Section 2. Please note that before taking forward a complaint, we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.</p> <p>If you would like assistance to complete this form, please call the Head of HR &amp; Governance on 01978 757524.</p>	
<b>SECTION 2 : To be completed if completing the form on behalf of someone else</b>	
Name in full	
Contact number	
E-mail address	
Address and postcode	
Relationship to the complainant	

<b>SECTION 3 : Organisation details</b>	
Is your complaint on behalf of an organisation or group? <b>YES/NO</b> (please circle as appropriate) – <i>if no, please skip to Section 4</i>	
Name of organisation / group	
Position you hold	
Address of organisation / group	
Phone number of organisation / group	
E-mail address of organisation / group	
<b>SECTION 4 : Complaint details</b>	
Date, time and location of where the incident occurred:	
Please give details of your complaint, stating names of staff wherever possible. Please continue on a separate sheet if necessary	

If you have already verbally spoken to the staff member regarding your complaint, please give the name of staff and date	
What do you think should be done to put things right?	

Please note that in investigating your complaint, the organisation may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:	
Date:	

Once completed, please return this form, marked private and confidential, to the Head of HR & Governance, 3-4 Plas Power Road, Tanyfron, Wrexham, LL11 5SZ or via email to [info@groundworknorthwales.org.uk](mailto:info@groundworknorthwales.org.uk)

We endeavour to acknowledge receipt of your complaint within 5 days of receipt.