

Brogdale CIC Policy: Complaints

1.1 INTRODUCTION

If someone is unhappy with the service that they have received by any party within **Brogdale CIC**, a complaint may be made. Complaints may be directed at a person, a location, a service or something else. **Brogdale CIC** should remember that everybody has the right to make a complaint and **Brogdale CIC** should look at this as an opportunity to listen, learn and improve its service. No complaint should be dismissed as irrelevant and all complaints should follow the **Brogdale CIC** procedure written out below. However, a failure by **Brogdale CIC** to follow the procedure does not, in itself, make **Brogdale CIC** liable in any way.

1.2 PRINCIPLES OF FAIRNESS

When applying the procedure, **Brogdale CIC** will always follow these principles of fairness:

- The policy applies to all, irrespective of the nature of their involvement (employee, volunteer, client etc).
- To be non-discriminatory.
- All matters to be dealt with speedily.
- Where possible, allow for information to be kept confidential.
- For complaints against individuals/oraganisations, all parties to be informed of the complaints against them.
- Where relevant, tell employees what disciplinary action might be taken.
- Give individual/oraganisation involved an opportunity to have their say before decisions are made.
- Ensure that any individual/oraganisation that is complained against is given an explanation for any sanction and allow individuals/oraganisation to appeal against a decision.

2 POLICY PROCEDURE

2.1 STEP ONE: RESOLVE ISSUES INFORMALLY

Before making a complaint about an individual/organisation within **Brogdale CIC**, the complainant should, where possible, be encouraged to discuss the problem with the individual/organisation lead concerned in an attempt to reconcile the issue. An informal approach may be particularly helpful where complaints can be resolved quickly and confidentially.

2.2 STEP TWO: A FORMAL DISCUSSION

Where Step One cannot resolve a complaint, **Brogdale CIC** can set up a discussion between the parties involved in the complaint. **Brogdale CIC** will hold this discussion in private and an impartial representative will 'chair' the discussion. This will be a two-way conversation, aimed at discussing possible shortcomings in conduct or performance and encouraging improvement. All parties, including the chair, may bring an advocate to witness the meeting. Criticism will be constructive and the aim is to resolve the complaint.

In order to begin Step two, the complainant should speak with, or write to, the relevent project lead. If this is not possible, the the complainant should contact another project lead or site manager from within **Brogdale CIC**.

2.3 STEP THREE: A BROGDALE CIC TRIBUNAL

Step one and Step two cannot resolve a complaint, **Brogdale CIC** will arrange for an impartial mediator. A panel from either within **Brogdale CIC** or independent from a partner organisation it will listen to the all parties involved in the complaint and make a decision to resolve the complaint. The impartial mediator's decision will be final.

In order to begin Step three, the complainant should speak with, or write to the relevent project lead. If this is not possible, the the complainant should contact another project lead or site manager from within **Brogdale CIC**.

Signed

Name _____

Role

Date _____