

# NEWTON AND BYWELL COMMUNITY TRUST

## Complaints Policy

Newton & Bywell Community Trust is fully committed to being an accountable and transparent organisation and recognises the benefits of a complaints procedure which reflects this. If any individual whether a contractor, a trustee, a volunteer, a user or a member of the public has cause to complain about anything or anyone related to the organisation we will :

- Recognise a complaint as a complaint and treat it as such
- Support those who wish to make a complaint in the complaint process
- Ensure that the complaints procedure is accessible to all
- Ensure that complaints are managed effectively
- Act upon the results of the complaints procedure

We recognise that complaints should be treated confidentially, that the person complaining should be kept informed of the progress of the complaints procedure and that it should not affect their access to the organisation's services.

### Complaints and Problem Solving Procedure

#### Stage 1 - Oral Complaint

Initial complaints, whether against the organisation or a volunteer, will be discussed between the person lodging the complaint and a nominated Trustee. During this meeting, the person making the complaint may be accompanied by a nominated person of their choice. If the issue cannot be resolved at this stage the person making the complaint can proceed to Stage 2.

#### Stage 2 - In Writing

If the person making the complaint is not satisfied with the oral complaint they can make a formal complaint in writing to the Board of Trustees. The person making the complaint should lodge this within 14 days of the oral discussion and will be replied to in writing within 28 days. If this does not resolve the issue, the person making the complaint can proceed to Stage 3.

#### Stage 3 – Opportunity to Appeal

If the person making the complaint is not satisfied with the outcome of Stage 2, they can make an appeal to the Chair of the trustees and a formal meeting with them will be arranged. The person making the complaint may be accompanied by a nominated person of their choice. The Chair will respond within 14 days in writing and their decision will be final.

