

Complaints Policy

The purpose of this complaints policy statement is for Chard Community Hub to work with vulnerable adults, children, and families as part of its activities.

This Policy statement applies to anyone working on behalf of Chard Community Hub

The Chard Community Hub aims to provide its members and service users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

Your continued goodwill is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

This is what you should do

The complaint should be made either in person, or by telephone, letter or email to the Policy Co-ordinator who will acknowledge, in writing within ten working days, the receipt of any complaint.

If the complaint is about the Policy Co-ordinator the complaint should be addressed to the Chair (marked '*confidential*').

At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

This is what Chard Community Hub will do

1. The Chair will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within **20 working days** of the complaint being received. If the complaint is found to be justified, the Chair will agree any necessary further action with the complainant.
2. The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Steering Group members, which will include at least Core Group member.

- 3. If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final, and no further appeal is possible.
- 4. The Chair will keep the Steering Group informed of the number and nature of complaints, and the outcomes. S/he will report to the Group on this at least annually.

If you have a complaint, contact:

The Policy Co-ordinator
 Chard Community Hub
serena@kennetiq.com

The Chair
 Chard Community Hub
savedbyjesus.me@gmail.com

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on:16/02/2022.....(Date)

Signed:*Marcus Evans*..... [Signed by Chair] (Electronically signed at steering group meeting)

Date:16.02.22.....