



Charity number 1197599

Comments and Complaints Policy for Brereton Big Local CIO

Procedure

- This procedure may be used by any Brereton Big Local CIO Trustee member - Brereton Champions, Voluntary organizations, community groups, Statutory Services, and individual members of the community.
- Although the initial contact may be made in person or by telephone, all complaints that require investigation must be in writing on the comments and complaints form.
- Upon a complaint being made, all staff/Trustee members have the responsibility for pointing out the comments and complaints procedure and offer the complainant the necessary paperwork.
- Upon receipt of any query the support worker should log the query in the Comments and Complaints folder, kept in the office. He/she should then notify the Chairperson immediately; or vice chair should the chairperson be unavailable.
- The support worker will acknowledge the query and respond within 7 days.
- If the query is a complaint the support worker will then investigate the complaint and inform the complainant of his/her findings within 28 days.
- Copies of all correspondence should be forwarded to the chairperson.

Procedure if Complaint About the Chairperson

- If the complaint is about the Chairperson, he/she should refer the matter immediately to the Support worker. They must then investigate the complaint and respond to the complainant and advise them in writing within 28 days of the results of his/her findings.
- Should the complainant be about the Chair, it should first be dealt with by the Support worker and Vice Chair. If the problem is not resolved the Chair may have a review from the other Trustee members. If the issue is still not resolved, an independent adjudicator (Big Local Rep) should be brought in.
- If the complainant is satisfied, no further action is required.
- If the complainant is still not satisfied, a meeting will be arranged of 3 x Trustee members, including the support worker, in which the complainant may attend to express their reason for the complaint.
- The Trustee Members should inform the complainant of their findings and how they intend to proceed within 7 days of the meeting.

NOTE: If the complaint is about the support workers, it should be dealt with by the Line Manager. If the issue is not resolved the Chairperson and the Big Local Rep may be brought in.