



EXTERNAL COMPLAINTS POLICY

Who this is for

This policy relates to complaints and feedback by external parties including CIB volunteers regarding CIB staff members and CIB activities. (Complaints made by CIB staff regarding other staff members or other issues will be dealt with under the Grievance Procedure or regarding CIB volunteers under “Complaints or Concerns about Volunteers: Problem Solving Procedures”)

What is a Complaint

A complaint is defined as any expression of dissatisfaction or grievance made in writing or in person to a representative of Community Impact Bucks by an external individual or organisation in relation to our activities.

For these purposes, a CIB volunteer is considered to be an external individual.

A complaint commonly arises as a result of one of the following:

- A misunderstanding of our role or a member of our workforce
- Poor performance by CIB or a member of our workforce
- Poor perception or even ill-will by the person making the complaint.

Community Impact Bucks’ Commitment to Handling Complaints

Community Impact Bucks is dedicated to serving the community by identifying and meeting its needs. We aim to improve and continue to offer high standards of care to our beneficiaries.

We will listen to and investigate any instances when you feel that Community Impact Bucks has failed to meet a high standard of service to the community.

If Community Impact Bucks receives a complaint, you will be told the name of the person who will be responsible for looking into the complaint and we aim to keep you informed of progress until the matter is closed. If the complaint concerns one or more members of staff, they (and any others within their team) will not be involved in investigating it; this will ensure an independent review.

Whatever the cause, we commit to fully investigating the complaint, identifying its cause and, if possible, taking remedial and preventive action.

Within Community Impact Bucks, we have established internal procedures to handle any complaints and maintain full records to ensure that we meet this commitment to handling all complaints fully, fairly and efficiently.



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What to do if you have a complaint

- If you wish to make a complaint, verbally or in writing, then it will be handled efficiently and taken seriously by Community Impact Bucks.
- Please address all written complaints to the Chief Executive, with relevant correspondence attached.
- If you make the complaint verbally, the person receiving the complaint will report it to the Chief Executive as soon as possible with any relevant correspondence.
- It is a condition of our Professional Indemnity insurance that all complaints which could result in a claim under the insurance policy are reported at the outset to the insurers. This will be done by the Chief Executive or Senior Management Team. The insurers may require a particular course of action in the handling of the complaint, and this must be followed to ensure that our insurance cover is not invalidated.
- Once a complaint is received (written or verbal) we will send an acknowledgement email or letter within 5 working days of receipt of the complaint.
- Issues will be investigated by the Chief Executive and all points that you raise in your correspondence will be looked into.
- The Chief Executive will then respond to you, usually in writing, answering all points raised. We intend to respond fully within 21 days of receipt of your complaint; if this is not possible, we will inform you within 21 days of the likely date for the matter to be concluded and a response given.
- At this point we hope to have answered all your concerns and that you will be happy with the response and any action Community Impact Bucks has taken as a result.

What to do if you are not happy with the response

If you are not satisfied with our response, we will invite you to attend a meeting at a mutually agreed time to discuss your concerns further. The meeting will be attended by the Chief Executive and, if appropriate, Chairman or Vice Chairman, or any other member of staff we think may be able to assist (but not any individual who is the subject of the complaint).

If after the meeting you are still not satisfied, the complaint will be passed to the Board who will pass it to the relevant sub-set to consider. The sub-set may nominate one of the Trustees to investigate the matter and to report back to you and the Board on their findings.

A 'Complaints Register' will be maintained and will be kept up to date with details and dates of all complaints received, investigative reviews undertaken, and responses given. The Register will be reported to the Trustee Board at least once a quarter.

Date Original Policy agreed:	August 2011
Date of this Revision:	February 2017
Date of Next Revision:	February 2018