



## **COMPLIMENTS, COMMENTS, AND COMPLAINTS POLICY AND PROCEDURE**

At Community Ventures (Middlesbrough) Ltd (CVL), we want to make sure that you are satisfied with the services we deliver. For us to continue to develop and grow, we need to know what we are doing well, what we could do better, and what we are doing wrong. We take all compliments, comments, and complaints seriously and use this feedback to put things right.

You can give us feedback by:

- Telling any CVL staff, volunteers, or Chair of Trustees
- Filling in a feedback form (available online and at reception)
- Writing or emailing the Chair of Trustees

### **PROCEDURES**

When CVL receives a compliment we will:

- Thank you
- Thank the staff/volunteers concerned
- Ask the individual (if known) making the compliment if they would like us to write a case study capturing the compliment
- Inform the board

When CVL receives a comment/suggestion, we will:

- Thank you
- Let you know if we can implement the suggestion, or let you know why we can't

When CVL receives a complaint, we will follow the below complaints procedure.

Stage 1:

In the first case, CVL hope your concern can be settled by talking with your usual CVL point of contact. In most cases, a response can be given immediately. If the matter needs to be discussed/investigated with another colleague, CVL will complete a Complaint Response Form. The form will then be passed to management, updated on the complaints log, and a response to the concern within will be sent within 7 working days.

The information CVL will capture on the Complaint Response Form:

- Date of the complaint

Issue Date: September 2022  
Renewal Date: September 2024

- Contact name of the person making the complaint
- Telephone number of the person making the complaint
- What the actual complaint/concern is
- Message taken by (member of staff/volunteer)

Once the complaint/problem has been resolved, and the Complaint Response Form has been marked as completed with details of the action taken, a copy is kept in the Master Complaints File.

#### Stage 2:

If you are unhappy with the response you receive, or the concern/complaint is about them, you can go directly to their manager. You can ask any member of staff/volunteer who their manager is.

#### Stage 3:

If you are still unhappy with the response you receive, you can directly contact the Chair of Trustees. The Chair of Trustees will then carry out a full investigation and respond to you in writing within fourteen working days.

#### Stage 4:

If you are not happy with the Chair of the Trustees decision, you can request a Complaint Panel Hearing. A Complaint Panel Hearing must be requested in writing to the Chair of Trustees within 28 days of their initial response. The request should include:

- Your initial complaint/concern
- Why you feel your complaint/concern has not been appropriately addressed

#### Stage 5:

You will receive an invite to attend a meeting with the Complaint Appeal Panel. The meeting will be arranged within 14 working days of the request (if possible). You will be able to bring someone with you if you wish who can speak on your behalf.

The panel will include:

- 2 CVL Trustees (1 will be the Chair of Trustees)
- 1 CVL manager unconnected to the complaint

After the meeting has taken place, the panel will decide if any further investigations are required, and where possible the panel will write to you within 3 working days to outline:

- If your appeal has been successful or not
- If not an explanation from the panel explaining why
- If successful the next steps

Please be aware that the Complaints Appeal Panel's decision is the final decision.

**SUPPORTING AND EMPOWERING LOCAL PEOPLE TO ADD REAL AND LASTING VALUE TO THEIR COMMUNITY**

Registered charity number: 702916

101 The Greenway, Thorntree, Middlesbrough, TS3 9PA

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Records will be kept at each stage of the formal complaints procedure and all parties involved in the complaint shall have the opportunity to check their accuracy. These records will be kept confidential and retained for a period of six months and in accordance with the General Data Protection Regulation, 2016.

No sanction, discrimination, bullying or harassment will be tolerated against any person who raises a complaint.

Anonymous complaints will not usually be entertained without some form of substantiation however, an individual's or group's anonymity will be protected if so requested, during any complaints process.

Please seek advice from CVL if you are uncertain as to how to carry out this procedure.

### **Additional Support**

If you require any assistance with making your complaint either in writing or personally in order to attend a hearing, or if you may have language difficulties, CVL shall do its utmost to support you and to either recommend or provide the support you may require.

Similarly, if any adjustments need to be made in order for you to attend a hearing, CVL will, once made aware, make every reasonable adjustment possible so as not to disadvantage your case.

Please ensure that you inform CVL at the earliest opportunity of any assistance you may require so that we may either advise you or take remedial steps.

### **GDPR**

CVL will act to ensure that your rights under the GDPR, 2016 will be both acknowledged and upheld at every stage during and following the process.