

HEADS TOGETHER

COMPLAINTS PROCEDURE

The Complaints Procedure applies to The Chapel users.

Complaints or grievances on the part of employees or freelance contractors should be dealt with through Heads Together employment policies.

Any complaint or grievance raised by a centre user should be addressed to the Centre Director.

Where a user feels that they have cause to make a complaint, or feels aggrieved for any reason, they may invoke the Complaints Procedure. However, wherever possible, it is preferable that any such complaint is sorted out informally. You are encouraged to discuss any difficulties in the first instance with the member of staff immediately concerned. Where this is not appropriate, or where a more formal approach is desired, you should complete a Complaints Form. This should be done within 12 weeks after the reason for the complaint occurred. A Complaint Form is available from the Centre Director.

The key features of the complaints procedure are as follows: -

1. All complaints will be channelled through the Centre Director.
2. The complainant will get a written acknowledgement from the Centre Director within 5 working days
3. The Centre Director will respond to the complainant within 10 working days of the receipt of the complaint.
4. In the case of a complaint regarding the Centre Director or a member of the Board, the Chair of the Board or his/her nominee will receive the complaint via board@headstogether.org and carry out the procedure as above.

APPEALS

Where the complainant does not feel that the complaint has been resolved satisfactorily, a written request should be made, via a Complaint Appeal Form, for the complaint to be reviewed by the Centre Director or the Chair of the Board or his/her nominee in the case of a complaint regarding the Centre Director or a member of the Board.

The Centre Director, or his/her nominee will review the complaint, undertake any investigation that he or she determines is necessary and will respond in writing to the complainant within 10 working days of receipt of the appeal.

Where the complainant feels that the complaint remains unresolved, where appropriate he or she will be informed of the right to appeal to the Chair of the Heads Together Board, or where appropriate, another Board member nominated by the Chair. This appeal should be in writing and a response should be given with one calendar month.

COMPLAINT FORM

This is a double-sided form. Please attach any additional information securely.

1. To be completed by the person making the complaint

Complaint made byon
(Please print your name) (Date)

Address

Postcode:..... Tel. no.

Mobile: E-mail.....

Nature of your complaint

Signed.....

**Complaint received by Centre Director/Board member
on:.....**

3. To be completed by person dealing with the complaint

Management action taken and outcome of complaint

Complainant informed of action in writing (please attach a copy of the response)

by.....(Signed)

on(Date)

This will normally be within 10 working days of the date that the complaint was received.

COMPLAINT APPEAL FORM

I wish to appeal against the decision of _____ taken

on _____ (Date)

My reasons for appealing are:

Signature _____ Date when form was sent _____

You should send this to the Centre Director.

You can expect a response within 10 working days.

APPEAL FORM - APPEAL TO THE HEADS TOGETHER BOARD

I wish to appeal against the decision of _____ taken

on _____ (Date)

My reasons for appealing are:

Signature _____ Date when form was sent _____

You should send this to the Chair of the Heads Together Board, c/o the Chapel or board@headstogether.org .

You can expect a response within one calendar month.