

Complaints Policy

CommUNITY Barnet takes complaints and compliments seriously and expects that anyone who receives a complaint should handle it immediately. Details of the complaint, whether formal or informal, together with any associated comments should be reported to your line manager and/or project or departmental manager as soon as is practicable.

CommUNITY Barnet views complaints and compliments positively. Enabling feedback provides a way of identifying weaknesses in our service and provides us with an opportunity to improve them. Whilst always seeking to solve complaints through informal means, we do believe that it is good practice to have a formal complaints procedure for use when these means fail.

In the first instance, if at all possible, the member of staff concerned should try and resolve the issue straight away. However, if the matter is of a more serious nature you should advise the complainant of the procedure for making a formal complaint.

The Formal Complaint Procedure

Formal complaints should be made in writing to the CEO, or where the complaint involves the CEO to the Chair. Complainants should be asked to include factual details, e.g. of the date, time, location, and other circumstances of the incident/matter they wish to raise.

Response

Following receipt of a formal complaint a complaint action sheet should be completed to ensure that the matter is dealt with in accordance with our complaints procedure.

The relevant manager will conduct an investigation by checking records, and conducting confidential interviews with staff involved.

Depending on the nature and seriousness of the complaint, an informal or formal route may be followed. The formal complaints procedure involves:-

- the formal establishment of facts
- the formal collection of witness statements and evidence
- the formal review of the case by the CEO
- recourse to a second stage of review by the Board of Trustees.

Confidentiality

All investigations will be conducted confidentially and any findings will be kept confidential.

Written records

Relevant documentation will be filed securely for two years. No further documentation will be retained or circulated.

Staff Records

Nothing will be kept on staff records unless formal action is taken against an individual under CommUNITY Barnet's disciplinary procedure.

Review date:	
Name:	
Signed:	
Next review due:	