



KINGSWOOD UNITED CIO COMPLAINTS PROCEDURE

June 2023

Approval by Trustees	June 2023
Responsible Manager	Shane Davy/Paul Richardson
Implementation Date	With immediate effect
Next Review	June 2024
Reviewed	

Complaints are when individuals feel that Kingswood United CIO has not acted properly and fairly whilst dealing with them and want to tell us.

To ensure Kingswood United CIO strives to give high quality service to all individuals, beneficiaries, and associates and to provide the opportunity to access a fair investigation of their complaint, this document outlines the procedures, which must be followed by all employees and trustees of Kingswood United CIO.

Procedure

External complaint

The complainant will be asked to write an official complaint addressed to the charity manager or alternatively to the appointed trustee. The complainant will receive a receipt of acknowledgement within 7 working days with a forecast of actions/outcomes relating to the complaint. An attempt will be made with the individual to find an acceptable solution to the complaint.

Internal complaint

The complainant will be sent an incident form to complete and return to either the charity manager or alternatively to the appointed trustee. If the complaint has not been received in writing, the Charity Manager or appointed trustee will make an initial investigation with the individual making the complaint and record all documentation of the issue. Verbal or written the complainant will receive an acknowledgement of the complaint within 7 working days, with a forecast of actions/outcomes. An attempt will be made with the individual to find an acceptable solution to the complaint.

If the complaint cannot be resolved with either the external or internal complaint at this point, the Charity Manager will formally give instructions for any appropriate person involved in the complaint to be notified of this complaint together with procedural information of the next step.

At this point, the Charity Manager will organise an investigation panel. The panel will consist of three objective but knowledgeable persons (normally trustees/directors of Kingswood United CIO). The panel will consider the issues within 10 working days.

The panel will take full accounts from all parties concerned and after all evidence is collected, will formally make a judgement on whether the complaint was factually justified. All parties involved will receive written notification of the decision within 7 working days from the panel investigation.

If any party is dissatisfied with the outcome the Charity Manager must be apprised of the situation in writing and an independent person would act as arbiter if necessary.

This Policy applies to staff, members, customers, and associates of Kingswood United CIO.

If any of the managers are the subject of a complaint, the Chair of trustees shall take initial responsibility in carrying out this procedure.