



## Complaints Policy and Process

**Updated: by Sian Taylor, Volunteer Co-ordinator 20<sup>th</sup> June 2019**

**Ratified at Board meeting on 9<sup>th</sup> July 2019**

Complaints about work, staff, and services are taken seriously and it is important that Growing Works are made aware of any issues as soon as possible so that appropriate action may be taken.

If you are not satisfied with any aspect of the charity's services, how it operates, or the actions of any staff member(s) then please follow the complaints procedure outlined below.

### Informal complaints

Informal complaints can be passed to staff leading sessions or the Project Manager. Staff may advise you that a more formal complaint should be submitted if the situation requires it.

In the event that you are dissatisfied with the results achieved through an informal route or you feel that your complaint is of a more serious nature please see the procedure below.

### Formal complaints

You will need to provide the following information:

A clear detailed description of what the complaint is about

Copies of any letters or emails relating to your complaint

An email or postal address for reply

#### 1. Submission of complaint

Send your complaint in writing to The Project Manager, Growing Works, Paddock Village Hall, West View, Huddersfield, HD1 4TX. Or [sue@growingworks.org.uk](mailto:sue@growingworks.org.uk)  
Please note that detailed complaints are best submitted in writing in your own words.

OR

Contact the Chair of the board at Growing Works, Paddock Village Hall, West View, Huddersfield, HD1 4TX

2. Confirmation of receipt of the written complaint will be made via email upon receipt, or in writing by post if the complainant has no email address.

3. An investigation will be undertaken by a senior member of staff or board member not involved in the complaint with 10 working days of receipt.



4. The results of the investigation and any actions taken will be communicated in writing to complainant within one month.

## **Complaints received through Social Media**

All complaints should be made as outlined above in order to allow adequate investigation and resolution. However, Growing Works accepts that some complaints may be made on social media. These are also treated seriously and investigated where adequate information and communication is available. Complaints received in the social media format will be addressed as follows.

1. Contact will be made within 7 days as soon as possible to express concern and inform complainant of the above procedures. Growing Works will not enter into online discussion of complaints beyond highlighting the official complaints procedure.

2. Once directed through official routes the complaint will be dealt with as described above.

5. Should the result of this process be unsatisfactory the options available are:

Contact the Board of Trustees if not already involved

If the complaint involves the charity misusing funds, harming people, not doing what it claims to do, or carrying out illegal activity then contact the Charity Commission:

<https://www.gov.uk/complain-about-charity>

Charity Commission  
Redgrave Court  
Merton Road  
Merseyside  
L20 7HS

In the case of illegal activity, the Police should also be contacted on 101.