



COMPLAINTS POLICY

Document Number
GW-003

Reviewed by Graham Simmonds – Trustee 8/7/21

Approved by the Board 10/7/21

Approved by Rachel Burnett - Project Manager 12/7/21

Due for review – 8/7/23



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1 DOCUMENT CONTROL

1.1 Revision Control

This policy shall be reviewed at least every 2 years or when a significant change is required.

The Project Manager is responsible for ensuring review dates are met and for any changes to be approved by the Trustee Board.

2 POLICY STATEMENT

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

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure everyone at Growing Works knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- To report and gather information which helps us to improve what we do.
- Ensure we listen carefully to complaints and treated confidentially.
- Recorded in accordance with GDPR.
- Ensure the complaint is investigated fully and objectively.
- Ensure the person making the complaint is notified of any results and actions.

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

3 COMPLAINTS

3.1 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.



3.2 Formal Complaints

You will need to provide the following information:

- Nature of complaint,
- A clear detailed description of what the complaint is about,
- Copies of any letters or emails relating to your complaint,
- Name and email or postal address for reply,
- Name of person involved.

1. Submission of complaint

Send your complaint in writing to The Project Manager, Growing Works, or email to projectmanager@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, email address chair@growingworks.org.uk

NOTE: All correspondence shall be filed by Growing Works in its Complaints Folder by person and date.

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 within 3 working days of receipt.
4. The results, actions and lessons learnt from the investigation and any actions taken will be communicated in writing to complainant within one month of receipt of the complaint.

3.3 Complaints 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 3 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.

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

Contact the Board of Trustees if not already involved using the email address chair@growingworks.org.uk



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.

4 GROWING WORKS CONTACT DETAILS

Company number 783283,

Registered Charity number 1160003

Website: www.growingworks.org.uk

email: info@growingworks.org.uk

