



Isle of Wedmore Good Neighbours Complaints Policy

Introduction

This document aims to help you understand the complaints procedure managed by: **Isle of Wedmore Good Neighbours** Committee.

What can you complain about?

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the volunteer, the handling of a particular situation or issue or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

Who will deal with your complaint?

All complaints, including Whistleblowing, should be sent to Johnny Torrens-Spence, Chair (designated person) who will address the issue and respond in writing. The Chair will then appoint two members of the committee to investigate and respond. Any appeal against their response would be considered by the full committee, chaired by Johnny Torrens-Spence, Chair.

A complaint against Johnny Torrens-Spence, Chair should be sent to the Treasurer, who would apply the same procedure. Any committee member who is the subject of a complaint (including the Chair) would be exempted from the complaints procedure.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

When will you hear from us?

We will let you know that we have received your complaint within ten working days. We will write to you or telephone you.

In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we aim to let you have a full reply within twenty-five working days.

Any safety concerns that would endanger a Client or Volunteer would be dealt with immediately notice is received.

Isle of Wedmore Good Neighbours Complaints Form

Please use this form to make your complaint, but if you prefer you can write a letter or telephone.

1. Name and Organisation (if applicable):
2. Address (including post code):
3. Telephone: E-mail:
4. Tell us about your complaint, clearly outlining:
 - 5a. Why are you not satisfied?
 - 5b. What do you want us to do to put things right?
5. Have you tried to resolve your complaint before?
If "yes", when? If "yes", how?
6. Any other comments?

Signed.....

Print name

Organisation (If applicable).....

Date.....

Isle of Wedmore Good Neighbours POLICY ON PUBLIC INTEREST DISCLOSURE (Whistle Blowing Policy)

Introduction

The **Isle of Wedmore Good Neighbours** committee is committed to ensuring the highest possible standards of care and the highest possible ethical standards in delivering the services it provides. This policy demonstrates the Committee's commitment to recognise and take action in respect of malpractice, illegal acts or omissions by the Committee members, and/or volunteers. It is the responsibility of all committee members and volunteers to ensure that if they become aware that the actions of other committee members, other volunteers might compromise this objective, they will be expected to report the matter in the safe knowledge that this matter will be treated seriously and sensitively.

Scope of The Policy

The policy applies to all Committee members and volunteers.

Situations may arise when it is not appropriate or the "concerned" person feels unable to report incidents to the most "available" committee member.

These may include:

- Malpractice or ill treatment of a child, young person and/or vulnerable adult.
- Suspected fraud.
- A criminal offence is, has or likely to be committed.
- Disregard for legislation e.g. health and safety legislation.
- Damage to the environment.

This list is not exhaustive.

Procedure for Reporting

1. All committee members and volunteers who reasonably believe they have concerns as described on the complaints form, are encouraged to discuss them with the person(s) involved.
2. In certain cases it is recognised that individuals may be reluctant to voice their concerns, particularly if the conduct or action of a colleague is involved. If this situation is applicable, the person is requested to discuss their concerns with the Chair of the **Isle of Wedmore Good Neighbours**.
3. The Committee will do its utmost to ensure that a "concerned" person feels able to raise such concerns confidentially and without fear of subsequent action being taken against them.
4. In all cases, the "concerned" person has the right to discuss their concerns with the Chair of the **Isle of Wedmore Good Neighbours** committee.

5. All committee members and volunteers are reminded of their obligations with regard to confidentiality and to only discuss concerns on “a need to know basis”.

Committee Responsibilities

These are as follows:

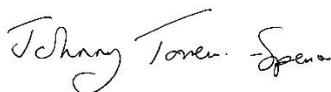
1. Take the concern seriously
2. Consider the issues fully and sympathetically
3. Recognise that raising a concern can be a difficult experience for some
4. Seek advice where necessary
5. Treat the matter confidentially
6. Reassure the “concerned” person about protection in the event of possible reprisals or victimisation.

The “concerned” person will receive an initial written response within five working days, including details of any further action to be taken, and a full written response within seven working days of the completion of the investigation.

If the “concerned” person is not satisfied with the outcome, the committee recognises the right of individuals to pursue the matter further. The full committee would be called together to consider the concerns. Confidentiality is a priority in such sensitive situations.

Concerns about the committee Chair – if the concerns were about the Chair, the Treasurer or other Committee members would consider the complaint.

We are also committed to reviewing our policy and good practice annually.



Chair’s Signature:

Johnny Torrens-Spence

Date: 5th Mar 2021

Review due: 5th Mar 2022

Adapted from information from ACRE, Action with Communities in Rural England