

GROUNDWORK EAST

POLICY NO 16 COMPLAINTS POLICY

Groundwork East has a responsibility on behalf of its staff, volunteers, customers and partners to seek to ensure the highest possible standards of service to all those with whom Groundwork interacts in line with our purpose and core values.

This complaints policy provides a framework for individuals and organisations to make a complaint about Groundwork East's standards of service. It is our policy to ensure that all complaints are dealt with efficiently and in accordance with our complaints procedures.

If a complaint is made to Groundwork East we will ensure that a response to the complaint is given within 14 working days. Complainants not satisfied with the response can register their dissatisfaction with the Chair of the Trust's Board of Directors. This must be done within 28 working days of the date of our response.

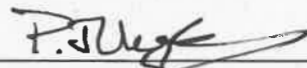
Key points

- Formal complaints can be submitted in writing or verbally. Complaints can be submitted by completing the complaints form (HR43). In all cases the reason for the complaint must be stated together with any specific details. Verbal complaints are accepted subject to appropriate details of the complainant being provided.
- Without exception, all complaints received must be passed to the Chief Executive or a member of the Leadership team who will either appoint an investigating officer or will meet the officer(s) involved in the relevant project, event or incident as well as any other organisations involved and will formally record these discussions.
- If the complaint is of a serious nature likely to affect the reputation of the Trust – Health & Safety, child protection, large scale project issues – the Chief Executive or a member of the Leadership team will inform the Chair, Board of Directors (and insurers where appropriate) about the complaint immediately
- The response to the complainant will be written and forwarded promptly and within 14 working days. Responses to complaints of a serious nature will be reported to the relevant sub-committee of the Board. The complainant will be notified of any unavoidable delay in receiving our response.
- Separate procedures exist for complaints linked to our City & Guilds status
- The number of complaints and any key details relevant to either our quality policy or that require action will be subject to a quarterly review by the Quality management processes to ensure compliance with our quality standards

This policy will be reviewed every 3 years or at the Chair's discretion.



Carolyn Reid
Chief Executive



Patrick Hughes
Chair

26 September 2024