

Complaints Policy

Good Neighbours UK (GNUK) aims to provide its members and service users with the best possible service. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect.

This policy applies to complaints from members, service users, volunteers, donors and any other member of the public affected by GNUK's work.

Your continued goodwill is greatly valued by us, and we would expect to resolve any day-to-day difficulties or complaints informally and as quickly as possible. In the first instance, we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by members and other users of our services, where informal communication has not resolved the problem.

This is what you should do:

The complaint should be made either in person or by telephone, letter or email to the Director, as soon as possible.

If it is not appropriate to raise the complaint with The Director (such as where the complaint relates to The Director), or if you are dissatisfied with the response, the complaint may be addressed to the Chair of Trustees (marked 'confidential'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

This is what Good Neighbours UK will do:

GNUK will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, we will agree to any

necessary further action with the complainant.

Where a complaint raises a safeguarding concern about a child or an adult at risk, it will also be handled in line with GNUK's Safeguarding Policy, which takes precedence in relation to reporting duties.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of two Trustee Board members.

If the appeal is found to be justified, the appeal panel will agree on any necessary further action with the complainant. The decision of the appeal panel is final, and no further appeal is possible.

The Chief Operating Officer, Director or Chair of Trustees, will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he/they will report to the Board on this at least annually.

Contact details for the purposes of raising a complaint in line with the process outlined above, are follows:

Director

Contact@goodneighbours-uk.org

To escalate please write to the Chair of Trustees marking the letter 'confidential' to:

Good Neighbours UK

17 Priory Centre
Priory Street
YO1 6ET

Please also let us know if you are happy with Good Neighbours UK's services.

Review and publication

This policy will be reviewed at least every two years, or sooner following a significant complaint, in line with Charity Commission guidance for charities and trustees.