Norwood Society Complaints Policy

Registered Charity: 285547

The Norwood Society views complaints as an opportunity to learn and improve as well as correcting issues for the person or organisation that has made the complaint.

AIMS:

1. To provide a fair complaints procedure which is clear and easy to use.
2. To publicise our policy and procedure to enable people wishing to make a complaint to do so.
3. To ensure that all members of the Norwood Society Executive Committee understand how to proceed if a complaint is received.
4. To ensure all complaints are investigated promptly and fairly.
5. To ensure all complaints are resolved and that relationships, wherever possible, are repaired and maintained.
6. To learn and improve the management of the Society.

OBJECTIVES:

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of The Norwood Society.

1. Complaints may come from any person who has a legitimate interest in The Norwood Society.
2. All complaints will be handled sensitivelyand confidentially.
3. Responsibility for this policy and its implementation lies with the Trustees and Executive Committee of The Norwood Society.
4. The policy will be reviewed on a regular basis and updated as necessary.

PROCEDURE:

Submitting a complaint:

Complaints should be in writing and communicated to the Chair via email, where possible to:

chairman@norwoodSociety.co.uk

or by mail to:

Norwood Society Chair, 5 Rockmount Road, London SE19 3SZ

The Society will then acknowledge receipt of the complaint and explain our complaints procedure; explain what will happen next and where possible how long it will take to consider the complaint.

RESOLVING COMPLAINTS:

Stage one:

1. If appropriate the complaint is best resolved by the person about whom the complaint is made seeking a resolution with the complainant.
2. If the complaint is not satisfactorily resolved the Chair will delegate an appropriate member of the Executive Committee to investigate and where necessary take appropriate action.
3. If the complaint refers to the behaviour of a specific person they must be informed and given the opportunity to respond.
4. Complaints should be acknowledged within a week of receipt. The acknowledgement must say who is dealing with the complaint and when a reply may be expected. A copy of the policy should be attached.
5. Whenever possible a response to the complaint should be made within four weeks. When this is not possible a progress report should be sent indicating when a full response will be provided.
6. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions of the investigation, and any action taken as a result.

Stage Two:

1. If the complainant decides that the issue has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at an Executive Committee/Trustee level.
2. Details of the complaint must be communicated to the secretary and recorded in the Society's complaints register.
3. The request for such a review should be acknowledged within a week stating how it is being dealt with and when they may expect a reply.
4. A panel formed of three members of the Executive Committee or by the Trustees review should consider any relevant documentary material and consult the person who handled Stage One who should also be kept informed of progress.
5. If the complaint refers to a specific person they should be informed and given the opportunity to respond.
6. Whenever possible a response to the complaint should be made within four weeks. When this is not possible a progress report should be sent indicating when a full response will be provided.
7. Whether the complaint is upheld or not the reply should describe the action taken to investigate the complaint, the conclusions of the investigation, and any action taken as a result of the complaint.
8. The decision taken at this stage is final, unless the Executive Committee/Trustees decide that it is appropriate to seek external assistance in seeking a resolution.

External Stage

The complainant may complain to the Charity Commission at any stage:

Information about the type of complaints the Commission may consider can be found at its website: www.charitycommission.gov.uk/publications/cc47.aspx

VARIATION OF THE PROCEDURE:

1. Where necessary the procedure may be varied to avoid a conflict of interest or similar issue.

MONITORING AND LEARNING FROM COMPLAINTS:

2. Complaints are reviewed annually to identify any trends and or improve the management of the Society.

This policy will be published on the Society's website: www.norwoodSociety.co.uk

The complaints register is held by the secretary: secretary@norwoodSociety.co.uk

Signed_____ Stuart Hibberd, Chair

Revised 2024