

Issue Date	21 st May 2021
Review Date:	Reviewed March 2025
Lead Officer	Resources Director

CORNWALL NEIGHBOURHOODS FOR CHANGE

COMPLAINTS PROCEDURE

If you feel that you have genuine complaint which cannot be dealt with by the member of staff that you usually deal with, we have a complaints procedure in place which will aim to deal with your problem in an effective and efficient manner.

Stage 1

Put your complaint in writing or fill in the form attached, and CN4C's Resources Director will allocate a member of staff to investigate your complaint on your behalf. You will receive a letter within 5 working days to advise you which member of staff will then contact you within 10 working days. Even if the member of staff is unable to deal fully with your complaint within this timescale, contact will still be made to advise you when a full reply will be available.

Stage 2

If you are not satisfied with the reply you have receive from the allocated member of staff, you may ask for the complaint to be reviewed by an independent manager. The independent manager will review the existing investigation, as well as make their own investigation. The independent manager will acknowledge receipt of your letter within 5 working days, and will send you a full reply within 20 working days.

Stage 3

If you are still unhappy with the outcome of the complaint, then you have the option of asking for the complaint to be taken to the Chair of the Board. At this stage, the complainant may be given the opportunity of a personal meeting with the Chair of the Board.

Your complaint will be acknowledged within 5 working days, and you will receive a reply within 5 working days after the Chair of the Board has reviewed the complaint.

At each stage of your complaint, we will aim to keep you fully informed and updated on your complaints progress.

CORNWALL NEIGHBOURHOODS FOR CHANGE

COMPLAINTS FORM

Name:

Address

& post code

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What are you unhappy about?

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Is your complaint about a specific member of staff / volunteer?

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How has the problem affected you?

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How would you like CN4C to sort out the problem?

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Please return this form to:

Stacey Bonner
Resources Director
Cornwall Neighbourhoods for Change
The Elms, 61 Green Lane
Redruth
Cornwall
TR15 1LS

sbonner@cn4c.org.uk