



Policy/guidance owner	CEO, Chairperson
Approving sub-group/committee	1. Exec 2. Full Board
Administrator	CEO
Scope	Trustees, staff, and volunteers
Last reviewed	16th October 2024
Next review date	16th October 2025

1. Statement of Policy

1.1 Community People aims to provide its member groups and other stakeholders 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.

1.2 Community People views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

1.3 Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- to make sure that everyone at Community People knows what to do if a complaint is received
- to make sure all complaints are investigated fairly and in a timely way
- to make sure that complaints are, wherever possible, resolved and that relationships are repaired
- to gather information which helps us to improve what we do

2. Complaints Procedure

2.1 Initially the complainant should attempt to discuss the concern with the member of Community People staff involved. If the complainant has a complaint that he or she feels has not been, or cannot be, satisfactorily addressed by this person, the complainant should write explaining the complaint to:

Chief Executive Officer
Community People
The Cherry Tree Centre
Fairfield Road



Burgess Hill

RH15 8QB

Or via email at enquiries@communitypeople.org.uk

2.2 If the complaint is about the Chief Executive Officer the complainant should write to the Chairperson at the above address, marking the correspondence "*private and confidential*".

2.3 All complaints will be handled sensitively, telling only those who need to know and following any data protection requirements.

3. What happens next

3.1 All written complaints will be logged. The complainant will receive a written acknowledgement within 10 working days of receipt of the written complaint in the office of Community People.

3.2 The CEO (or Chairperson) will investigate the circumstances leading to the complaint and will communicate the results of the investigation within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified the CEO or Chairperson will agree any necessary further action with the complainant and will respond in writing to the complainant.

3.3 If it is not possible to respond to the complainant in this time period, an interim response will be made informing the complainant of the action taken to date or being considered, with an indication of when a full written reply will be given.

3.4 If after Community People responds in writing to the complainant, the complainant is not satisfied, he or she should write to the Chairperson within 3 months of receipt of the Community People response to the complaint marking his or her correspondence "*private and confidential*". The Chairperson will then report the matter to the Community People Board and an independent ad hoc committee comprising 3 members of the Community People Board will consider the appeal and communicate the results of the appeal to the complainant in writing within 1 month of the receipt of the written appeal at the office of Community People.

3.5 If it is not possible to respond to the complainant within this time period a progress report will be sent to the complainant with an indication of when a full reply will be given.

3.6 If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant.



3.7 Whether the complaint or appeal is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

3.8 The decision of the appeal panel is final and no further appeal is possible.

End.