



Complaints Procedure

Document Purpose

This document describes:

- The procedure for raising a concern and / or making a complaint within the context of the Radley Good Neighbours scheme (RGN).
- How the concern / complaint will be handled.

Principles

- a. All concerns and complaints will be dealt with in the utmost confidence and in accordance with the requirements of the Data Protection Act (1998) and the Freedom of Information Act.
- b. The RGN Committee will seek to resolve all concerns/complaints in a timely manner with the minimum of disruption and inconvenience both to the person raising the concern/complaint and to RGN.

How to raise a concern or make a complaint

- Concerns/complaints can be made to the RGN Committee by calling our telephone number 07716 460162; sending an e-mail to radleygn1@gmail; by making personal contact with a Volunteer or Committee Member; or by writing to the Chairperson – Yvonne Milward, 27 Selwyn Crescent, Radley OX14 3AL.

How concerns / complaints are handled

1. Each concern/complaint shall be logged by the RGN Coordinator and assigned to an RGN Committee Member for follow-up.
2. The Committee Member will contact the person who submitted the concern/complaint, obtain further details as needed, and confirm the next steps.
3. The Committee Member will investigate the concern/complaint, involving third parties as appropriate (e.g. the police if the complaint concerns possible assault), and develop a resolution plan.
4. The Committee Member will review and agree the proposed resolution plan to resolve the concern/complaint with the RGN Committee. Note – if the concern/complaint involves a Committee Member they shall not be included in the review/agreement process.
5. When approved by the committee, the resolution plan will be shared with the person who submitted the concern/complaint. The RGN Committee will then be responsible for ensuring that follow-up actions are completed in a timely manner.

Time to handle concerns / complaints

- All complaints will be handled as quickly and fairly as possible, with the person submitting the concern/complaint being kept informed of progress
- Wherever possible, concerns/complaints will be resolved within 28 days.

Escalation of concerns / complaints

- If the person submitting the concern /complaint is not satisfied with the resolution then they should inform the RGN Chairperson, who will determine appropriate next steps.