

External Complaints Procedure

Who is covered by this procedure?

All beneficiaries, associates and third parties using CCAW's products and services.

What is covered by this procedure?

This procedure covers how to deal with complaints from associates and third parties and explains what steps need to be taken to ensure effective complaint handling.

Purpose

The purpose of this policy is to ensure that no person coming into contact with CCAW ever feels that they have not had an excellent experience or that their feedback or complaint has not been taken seriously and dealt with empathetically and efficiently.

Feedback from associates and third parties, and how we deal with it, is invaluable in helping us to continuously improve. Negative feedback and complaints are particularly helpful in pinpointing what we need to do better, and if we deal with complaints effectively, we can often improve our relationships with customers and associates overall.

The procedure

Complaints may be received by any member of staff, volunteer or trustee and may arrive in many different forms, for example: by letter or email; by comments on a feedback form; in person from a delegate, speaker, trainer or customer; by phone; or via social media.

However the complaint reaches CCAW, the following procedure should be followed:

Stage 1 Record the complaint

Complete Parts 1 and 2 of the CCAW Complaint Form (see below) and email it to Chair. Use the name of the complainant and date as the file name. Refer all complainants to the complaints procedure on the website.

Stage 2 Dealing with the complaint

The Chair will assign the complaint to the appropriate Trustee. This Trustee will attempt to resolve the complaint in the first instance and complete Part 3 of the CCAW Complaint Form.

Stage 3 Reporting complaints

The Chair should be advised of the suggested resolution. The Chair will follow up with the complainant to make sure they are happy with the resolution.

Stage 4 Closing the complaint

If the complainant is happy with the resolution, the Chair will close and file the complaint. In the event the complaint is not resolved, the Chair will follow up with the Trustee involved to find an alternative resolution.

Timescale

Under regular circumstances, the complaint process should be completed within five working days. If the complaint is complex and cannot be dealt with within this timescale, the complainant should be updated regularly with progression on their complaint.

CCAW Complaint Form

This form is to be completed for all complaints received by whatever means (including in writing, by email, in person or by phone). Please attach copies of any written correspondence to this form when complete and send it to the Chair.

Part 1: Complainant details:

Name:

Job title:

Organisation:

Phone number:

Address:

Email address:

Complaint received by:

Date received:

Received via:

Part 2: Details of problem:

Please provide full details of the nature of the problem (ensure you include all facts clearly)

Part 3: Details of problem resolution:

Please detail how we plan to resolve the issue with the complainant:

Completed by (name):

Dates completed: