



Intact Complaints Policy

Updated by: Matthew Beck

Date Implemented: 18 June 2019

Review Date: 18 June 2021

Signed:
Chief Executive Officer

Purpose

The process

Intact has created a staged process which can be followed in the event of any complaints arising.

Stage 1

Concerns should be initially raised with a member of staff to provide Intact with the opportunity to investigate, plan any actions and resolve the problem at this level.

Stage 2

If stage 1 is not successful, concerns should be put in writing, and addressed to one of the senior management team. This letter will be acknowledged.

Actions may include an evaluation of stage 1, further investigations and actions, or no further actions. The aim will be to conclude these stages within 10 working days with notification being given to any delay within this time period.

Stage 3

If the concern is related to one of the management team, then the complaint should be raised in writing to the Chair of the Intact Board of Trustees who will aim to respond within 10 working days.

Please note: The problem solving procedure is not intended to query actions that the Intact Board or Intact Management has decided upon. The Procedure is there to provide the opportunity to raise a problem where you feel you have a genuine reason.

Concerns can be raised by:

- Personally calling in at the Intact Centre and speaking to a member of staff, who will try to resolve the issue as soon as possible, or signpost you to another member of the team.
- Telephoning Intact on 01772 760760
- Writing a letter.
- E-mailing Intact. [Please ask for a staff members email address]

Non Compliance

Local disciplinary procedures will be followed if a member of staff or volunteer does not comply with this policy.

Signed:

Date:

On behalf of the Ingol and Tanterton Community Trust