**Beckermet Reading Rooms Community Interest Company (CIC)**

**Complaints Policy**

**Introduction**

This document aims to help you understand the complaints procedure managed by the Beckermet Reading Rooms Community Interest Company (CIC).

**What can you complain about?**

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

**Who will deal with your complaint?**

All complaints should be sent to a CIC Director who will address the issue and respond in writing. If you are not happy with the response, then you will be invited to address your complaint to the all of the CIC Directors, who will listen to your concerns, consider the issues and whether the initial response was appropriate. The CIC will then decide on any further actions.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

**When will you hear from us?**

We will let you know that we have received your complaint within ten working days. We will write to you or telephone you.

In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we will seek to agree a timeline for a full reply.

Any safety concerns that would endanger a Reading Rooms user will be

dealt with immediately notice is received.

**Complaints Form**

**Beckermet Reading Rooms Community Interest Company**

Please use this form to make your complaint, but if you prefer you can write a letter or telephone.

1. Name and Organisation (if applicable):
2. Address (including postcode):
3. Telephone: Email:
4. Tell us about your complaint, clearly outlining:
	1. Why are you not satisfied?
	2. What do you want us to do to put things right?

Please attach a separate document if required

1. Have you tried to resolve your complaint before?
	1. If “yes”, when? If “yes”, how?
2. Any other comments?

Signed ……………………………………………………………….

Print name ………………………………………………………….

Organisation (If applicable) ………………………………………..

Date ……………………………………….

**Policy on Public Interest Disclosure (Whistle Blowing Policy)**

**Introduction**

The CIC is committed to ensuring the highest possible standards of care and the highest possible ethical standards in delivering the services it provides. This policy demonstrates the CIC commitment to recognise and take action in respect of malpractice, illegal acts or omissions by the CIC directors, staff and/or volunteers. It is the responsibility of all to ensure that if they become aware that the actions of others might compromise this objective, then they will be expected to report the matter in the safe knowledge that this matter will be treated seriously and sensitively.

**Scope of The Policy**

The policy applies to all CIC Directors, staff and/or volunteers, hereafter referred to as the “affected persons”.

Situations may arise when it is not appropriate or the “concerned” person feels unable to report incidents to the most “available” director.

These may include:

* + Malpractice or ill treatment of a child, young person and/or vulnerable adult.
	+ Suspected fraud.
	+ A criminal offence is, has or likely to be committed.
	+ Disregard for legislation e.g. health and safety legislation.
	+ Damage to the environment.

This list is not exhaustive.

**Procedure for Reporting**

1. All affected persons who reasonably believe they have concerns as described on the complaints form, are encouraged to discuss them with the person(s) involved.
2. In certain cases it is recognised that individuals may be reluctant to voice their concerns, particularly if the conduct or action of a colleague is involved. If this situation is applicable, the person is requested to discuss their concerns with the chairperson of the CIC.
3. The CIC will do its utmost to ensure that a “concerned” person feels able to raise such concerns confidentially and without fear of subsequent action being taken against them.
4. In all cases, the “concerned” person has the right to discuss their concerns with the chairperson of the CIC.
5. All affected persons are reminded of their obligations with regard to confidentiality and to only discuss concerns on “a need to know basis”.

**CIC Director Responsibilities**

These are as follows:

1. Take the concern seriously
2. Consider the issues fully and sympathetically
3. Recognise that raising a concern can be a difficult experience for some
4. Seek advice where necessary
5. Treat the matter confidentially
6. Reassure the “concerned” person about protection in the event of possible reprisals or victimisation.

The “concerned” person will receive an initial written response within ten working days, including details of any further action to be taken, and a full written response within fifteen working days of the completion of the investigation.

If the “concerned” person is not satisfied with the outcome, the CIC recognises the right of individuals to pursue the matter further. The full CIC would be called together to consider the concerns. Confidentiality is a priority in such sensitive situations.

Concerns about the committee Chairman – if the concerns were about the Chairman, another director will consider the complaint.