

# **Friends of Windmill Gardens**

## **Complaints Policy and Procedure**

## Document control

<b>Title</b>	<b>Complaints Policy &amp; Procedure</b>
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<b>Approval route</b>	<b>FOWG Board, January 2023</b>
<b>Date of Approval</b>	<b>31/3/2023</b>
<b>New or existing policy</b>	<b>Existing</b>
<b>Reason for creation or review</b>	<b>To provide clarity on the process</b>
<b>Related policies</b>	<b>FOWG Volunteers Policy</b>
<b>Version Number</b>	<b>2.1</b>
<b>Review Frequency</b>	<b>Two-yearly</b>
<b>Next Review Date</b>	<b>March 2025</b>

## Complaints Policy and Procedure

Friends of Windmill Gardens (FoWG) aims to provide its members, volunteers, Trustees, visitors and service users with the best possible experience. However, we recognise that there may be occasions when our communications, information, or level of service falls short of what could be reasonably expected.

In line with the FOWG values of being friendly, approachable, and inclusive, we would expect any day to day complaints or concerns to be resolved as quickly and informally as possible. The process below applies to members, volunteers, Trustees, visitors and service users. FOWG employees should follow the process outlined in the FOWG Employee Handbook.

### Direct resolution

Wherever possible, any individual who is dissatisfied with any aspect of communications, information, or service delivery should address it directly with the person responsible - whether this is a member of staff or a volunteer. If this does not resolve the issue, or creates further dissatisfaction, the steps below are to be followed:

### First (informal) stage

If direct resolution is not successful, we would expect the complainant to raise the issue with the identified supervisor of the activity (who may themselves be a volunteer, Trustee, member, or FOWG employee). Volunteers should speak to the person supervising their volunteer activity; all other individuals should raise the issue with the person in charge of the Centre on the day, or send an email to [info@brixtonwindmill.org](mailto:info@brixtonwindmill.org) as soon as possible after the event, outlining their concerns.

### Second (formal) stage

If the first informal stage has not resolved the issue, or if the volunteer, member, visitor or other user feels that the issue or incident is serious enough to be escalated formally, the more formal procedure below is to be followed:

#### What the complainant should do:

The complaint should be sent by letter or email (marked '*confidential*') to the Chair who will acknowledge, in writing within ten working days, receipt of the complaint. If the complaint is about the Chair the complaint should be addressed to the Vice-Chair (marked '*confidential*'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend.

#### What Friends of Windmill Gardens will do:

The Chair (or Vice Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 10 working days of the complaint being received. As part of the investigation it may be necessary to meet with the complainant to explore and understand further details.

If following the investigation the complaint is found to be justified, the Chair (or Vice Chair) will discuss any action(s) that may be necessary with the complainant.

The complainant will have the right, if dissatisfied with the results of the investigation, to put their case, in writing, to an appeal panel consisting of two Board of Trustees members (which will include either the Vice Chair or the Chair, if one has not been previously involved).

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Chair will keep the Board of Trustees informed of the number and nature of complaints, and the outcomes.

Contact details for submitting a complaint (please mark correspondence Confidential)

- By letter: The Chair, Friends of Windmill Gardens, 100 Blenheim Gardens, Brixton SW2 5DA
- By email: [chair@brixtonwindmill.org](mailto:chair@brixtonwindmill.org)