

## Ray Windfarm Fund Community Interest Company

### Complaints Policy and Procedures

Scope: This policy applies to all Directors and Staff

Date Approved: October 2019

Review Date: 28/09/23

Approved by: CIC

#### Contents

Definitions .....	1
Aim .....	1
SECTION ONE - Complaints .....	2
1. Introduction.....	2
2. Stage One .....	2
3. Stage Two .....	2
4. Stage Three .....	3
5. Complaints against grant recipients .....	3
APPENDIX 1 – CONTACT DETAILS .....	3

#### Definitions

“Administrator”	Administrator/ Community Development Officer of the CIC
“Chair”	the Chair of the board of the CIC
“CIC”	the Ray Windfarm Fund Community Interest Company acting by its board of Directors
“Company Secretary”	the Company Secretary of the CIC
“Director”	a director of the CIC
“F & GP C”	the Finance and General Purposes Committee, which is a sub-committee of the CIC
“ARC”	the Application Review Committee which is a sub-committee of the CIC
“Vice Chair”	the Vice Chair of the board of the CIC

#### Aim

The aim of this policy is to set out clearly for Directors, staff and any others with whom the CIC may interact and how complaints, compliments and other feedback will be managed by the CIC.

## SECTION ONE - Complaints

### 1. Introduction

The CIC aims to provide a high quality service to all our applicants, stakeholders and partners. However, we recognise that there may be occasions when things go wrong – this procedure sets out how we will manage any complaints made.

It is important that you tell us as soon as this happens so that we can deal speedily with the problem you have raised. Feedback will help us to improve the quality of our work, and we welcome this.

You may complain under this procedure if you feel:

- that the service you have received has failed to meet our service standards
- that you have not been treated in accordance with our policies and procedures
- unhappy with the behaviour of our staff or Directors

You may be disappointed if we turn down your application for funding, but you cannot use the complaints procedure to appeal against our decision on giving a grant if we have followed our decision-making process correctly.

Making a complaint will never affect the level of service you receive from us. If your complaint is about a funding application, this will not affect your chances of getting a grant from us in the future.

### 2. Stage One

We will do our best to deal quickly and effectively with any complaint made to us.

As a first step, we suggest that you contact the member of staff concerned directly to see if the problem can be resolved to your satisfaction. You should do this as soon as possible after the incident that has resulted in your complaint. Our staff will do everything they can to put things right, including reviewing procedures to stop problems happening again.

The contact will be acknowledged within 7 working days and a copy of this Complaints Procedure will be made available to you. The staff member will seek to resolve the matter within one calendar month.

If, at this point, the matter has not been resolved to your satisfaction, you should proceed to Stage 2.

### 3. Stage Two

The next step is for you to write formally to the Chair of the CIC (details provided in Appendix 1). Receipt of your letter will be acknowledged within 7 working days. In the letter, please tell us:

1. what happened
2. when it happened
3. who dealt with you
4. what you would like us to do to put things right.

The Chair will arrange to have the issues investigated and you will receive a response within 20 working days.

#### 4. Stage Three

If you are not happy with the Stage 2 response, you have the right to ask for your complaint to be referred to the CIC Complaints Panel\*. The Chair may also refer complaints to the Panel.

The Panel will be determined by the CIC and will consist of three appropriate panel members who will be Directors and an independent representative of a suitable third party. You will be advised of the date of the Panel Meeting, which will normally convene within one calendar month of the referral.

You will be notified in writing of the Panel's decision within 5 working days of its meeting.

#### 5. Complaints against grant recipients

When complaints are made against the CIC *grant recipients* in relation to a specific service or activity funded by the CIC, the 3 stage complaints procedure set out above will not apply. Complainants will be advised to raise the matter with the *grant recipient* directly, following the procedures set out in the *grant recipient's* complaints policy.

The CIC may request a copy of relevant correspondence from grant recipients in relation to complaints made, and reserves the right to take such action as it deems appropriate - this may include, for example:

- investigating the substance of the complaint
- alerting other funders to the nature of the complaint
- initiating close monitoring of the organisation

In cases with very serious and potentially dangerous or illegal allegations (such as the abuse of vulnerable adults or serious financial irregularities), the CIC will refer the matter to appropriate authorities such as the Police. Other action in these circumstances may include:

- immediate negotiation and transfer of service to another agency to manage in the short/medium term if appropriate
- withdrawal of the CIC funding

---

#### APPENDIX 1 – CONTACT DETAILS

Ray Windfarm Fund CIC Chair: Sarah Crone  
c/o Ray Wind Funds Administration Office  
East Todholes, Elsdon, Northumberland NE19 1BS

---

\* The complaints panel will comprise three Directors who are not involved in the complaint and do not have a direct connection with the complainant.