

TRANSITION CHICHESTER



COMPLAINTS PROCEDURE

STATEMENT OF INTENT

Transition Chichester has a commitment to create an environment which is free from discrimination and harassment and where all those participating in its activities are treated with dignity, courtesy and respect. Transition Chichester has an obligation to deal promptly and effectively with all complaints. These include discrimination, victimisation, sexual harassment, vilification or seeking unnecessary information on which discrimination might be based. All complaints will be handled confidentially and impartially, investigated promptly and seriously.

Complaints Procedure

The Trustees will appoint a person to act as Welfare and Protection Officer (WPO) to whom complaints can be reported. It is likely that this person will also be responsible for implementing the Child and Vulnerable Adults Protection Policies.

It is hoped that most complaints can be dealt with informally through discussion with the parties concerned. In the case of more serious complaints, the following procedure will be observed.

- The complaint can be made in the first instance to any Transition Chichester activity leader, Core Group member or trustee.
- The person receiving the complaint should report it to the WPO appointed by the Board of Trustees. The complaint does not have to be in writing.
- The complaint will be handled fairly. The complainant will have the opportunity to present his/ her case and the right to have a decision made by an impartial decision maker.
- The complaint will be handled confidentially. The person managing the complaint will be independent and impartial of the complaint and any other parties involved. This may be someone from within Transition Chichester, e.g. a trustee, or a person appointed from outside.
- There will be no victimisation as a result of making a complaint either for the complainant, or for those acting as witnesses.

The complaint will be dealt with as a matter of priority following these steps:

- The complainant will have the opportunity to discuss the complaint with the WPO or a member of the Board of Trustees within 48 hours of the complaint being made.
- The WPO or Trustee will inform the person(s) who are the subject of the complaint of the allegations against them and will be given an opportunity to respond.
- Statements from witnesses and any other relevant evidence will be collected.

This part of the complaint process will be completed by the WPO or Trustee within one week.

A report documenting the investigation process, the evidence, findings and recommendations will be prepared and submitted to the Board of Trustees.

- The Trustees will decide what action will be taken, depending on the outcome of the investigation and any other relevant factors.

- Parties to the complaint will be advised about any action to be taken in relation to them. If the outcome is not acceptable to the parties, an appeal can be made to the Board of Trustees to review the complaint and outcome.
- The Trustees will ensure that the recommended actions are implemented.
- The Trustees will monitor the outcomes of complaints and take appropriate action to prevent further complaints arising.

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NAME: **ROLE:**

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