



Complaints against Care & Repair Cymru Policy

Customer Complaints Policy

- 1.1 Care & Repair Cymru is committed to providing an effective and professional service. It recognises the importance of finding out the views of its customers e.g. Care & Repair Agencies or other organisations that are recipients of Care & Repair Cymru's service. It views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.
- 1.2 There may be occasions when an individual customer may want to complain about Care & Repair Cymru. The following sets out Care & Repair Cymru's policy and procedure should customers have reason to complain about the service.

2.0 Scope

- 2.1 This procedure is designed to provide a means to resolve any dispute which may arise between someone wishing to make a complaint and Care & Repair Cymru. It does not address complaints made by staff and volunteers (dealt with through grievance procedures), nor job applicants (recruitment procedures).

3.0 Confidentiality

- 3.1 It is essential that confidentiality is observed throughout this process if both the complainant and the Care & Repair Cymru service complained of are to fully co-operate and have confidence in the process.

4.0 Responsibility

- 4.1 Overall responsibility for this policy and its implementation lies with the Board of Trustees of Care & Repair Cymru. On a day to day basis, the Corporate Services Manager will be responsible for the investigation and resolution of any concerns or complaints received.

5.0 Procedure

- 5.1 The following procedure should be adopted:

Where the complaint is made against the Chief Executive the same procedure will be followed, with the Chair of the Board of Trustees substituting for the Chief Executive's role at all stages.

a) Stage 1 – Making the Complaint

The complaint should be received by the completion of a **complaints form** or by a request to make a verbal complaint. The person making the complaint will then be invited to speak to the Corporate Services Manager, to discuss the complaint. This can be done in person, by phone or in writing, whichever is appropriate. (Where possible, this should be done within **5 working days** of the problem arising).

Written complaints may be sent to Corporate Services Manager, Care & Repair Cymru, Mariners House, East Moors Road, Cardiff, CF24 5TD or by e-mail at adrian.lister@careandrepair.org.uk.

Verbal complaints may be made to the Corporate Services Manager by phone to 02920 107580.

Complaints can be made in Welsh or English.

When writing to us please tell us your address and phone number in order for us to reply to you.

Receipt of written complaints will be acknowledged within **2 working days**.

b) Stage 2 - Informal Resolution

This stage offers the opportunity for informal engagement to seek to resolve complaints either at the time the concern arises or very shortly thereafter. The informal resolution stage should be done as quickly as possible and certainly take no longer than **10 working days**.

c) Stage 3 - Formal Internal Investigation

Complaints will initially be investigated by the Corporate Services Manager or Chief Executive (depending on the nature of the complaint) with assistance from relevant staff.

Having formally received a complaint an acknowledgement should be sent by the Corporate Services Manager or Chief Executive as soon as is possible, but within a maximum of **5 working days**.

The Corporate Services Manager should record the details of the complaint on the complaints control sheet.

Ideally complainants should receive a definitive reply within **10 working days**. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

d) Stage 4 – Board of Trustees

If the complainant feels that the problem has not been satisfactorily resolved they can request that the complaint is reviewed by the Trustees of Care & Repair Cymru.

At this stage, the complaint will be passed to the Chair of the Trustees.

The request for Trustees' level review should be acknowledged within **5 working days** of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Chair of the Trustees will review the investigation and any action taken by C&RC as a result of the complaint and will determine whether the process was followed and if the response has been fair and appropriate.

The decision taken at this stage is final.

6.0 Stage 4 - External Review

- 6.1 Even in cases where an investigation upholds the complaint and offers remedy / redress, it may be that the complainant remains dissatisfied for some reason. Therefore, in all cases, the complainant should be informed that if they remain dissatisfied then they have the right to seek an independent external consideration of their complaint.

The complainant should be advised that they can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at:

<https://www.gov.uk/government/publications/complaints-about-charities>.

Board Complaints Policy

Policy for complaints against the Board, Trustees and Chief Executive

1 Introduction

1.1 This policy should be used for any complaint against the Board of Management of Care & Repair Cymru, a Trustee (including the Chair) or the Chief Executive Officer. Complaints must relate to:

- the performance of Care & Repair Cymru, a Trustee or the Chair's functions respectively allocated to them under the Board's Code of Conduct and/or
- the exercise by Care & Repair Cymru of its powers; and/or
- any other alleged breach or non-observance of the duties of Care & Repair Cymru, individual Trustees or the Chief Executive Officer.

The Board can also consider a complaint if it feels the management of Care & Repair Cymru has not satisfactorily investigated a complaint against a member of staff.

2 Procedure

2.1 All complaints should be made in writing and addressed to:
The Chair of the Board of Management
Care & Repair Cymru
Mariners House
East Moors Road
Cardiff
CF24 5TD

If the complaint is about the Chair, then the addressee should be the Chief Executive.

2.2 The complainant will be expected to state clearly the nature of and the grounds for the complaint and, if appropriate, provide copies of any related documentation. The complainant should also state the remedy he/she is seeking.

Note: It is not possible for a complainant to seek the disciplining of a member of staff, the CEO or the removal of a Board Member, since these are decisions for Care & Repair Cymru and the Board of Management collectively.

2.3 The Chair of the Board (or CEO as appropriate) will:

- acknowledge receipt of the complaint within 10 working days. In the absence of the Chair the Vice Chair will respond;

- refer the complaint to one or more of the following for investigation: the Chief Executive Officer, or a person (nominated by an external sector body) who has substantial experience of 3rd sector governance; provided in each case that they have not been involved in the matters subject to the complaint.

2.4 Such person(s) shall:

- consider the complaint and, if necessary in order to determine disputed issues of fact, interview the complainant and those who are the subject of the complaint. They may refer issues to other independent advisers as they feel appropriate;
- produce a written report of their findings in relation to the complaint and provide the complainant and the Board with a copy of such report as soon as possible. In any event they shall produce an interim report within twenty-eight days of the complaint being referred to them.

2.5 The Board, at its next scheduled Board meeting, and after receipt of the findings of the investigation shall consider the findings and determine whether they find the complaint substantiated in whole or part and, if so, what, if any, remedy should be granted to the complainant. Where the complaint relates to one or more specified Board Members or the CEO, those persons shall withdraw and take no part in the discussion of the investigation.

2.6 The Chair of the Board (or CEO as appropriate) shall within seven working days of the Board's determination of the complaint provide a written response to the complainant and to those who are the subject of the complaint confirming the decision of the Board in relation to the complaint, with reasons for its decision.

2.7 The response will include details of any arrangements for pursuing the matter with any relevant external body, and any legal redress, should the complainant not be satisfied with the response from the Board.

3 Confidentiality

Confidentiality and sensitivity to any complaints raised must be observed by all parties throughout this process in order for the complainant and Care & Repair Cymru's Board to have confidence in the process.