



Sneinton Alchemy

Complaints procedure

Sneinton Alchemy works for the benefit of the **community**, to improve the **environment**, support **local enterprise**, and to be accountable to its members, partners, funders and the CIC regulator. Sneinton Alchemy aims to provide the best possible advice, support and services to community groups, individuals and enterprises within its area of benefit.

From time to time an individual or organisation may feel it has not had the best possible service that Sneinton Alchemy aims to provide. In such instances it is important that a complaint is made, the circumstances investigated and necessary corrective action undertaken within reasonable time limits.

Conciliation

Anyone who is dissatisfied with any aspect of the work of Sneinton Alchemy should contact the Service Director in the first instance. The Service Director will seek to satisfy any complaint by conciliation and clarification of the issues involved. Hopefully the majority of problems can be satisfied by this informal process. The Service Director will reply to the complainant within twenty one days of receipt of a complaint.

If the person making the complaint is not satisfied by the result of the above informal process we would welcome them using the following more formal procedures:-

Formal Complaints Procedure

1 First Stage

- 1.1 Any complaint should be communicated to the Service Director of Sneinton Alchemy, or to the Chair if the complaint is about a Service Director.
- 1.2 Sneinton Alchemy will acknowledge in writing (identifying the complaint) receipt of the complaint within five working days.
- 1.3 The Service Director (or Chair) shall investigate all circumstances leading to the complaint and ensure that a Sneinton Alchemy Complaints Form is completed.
- 1.4 The Service Director (or Chair) shall inform the complainant of the result of the investigation, and any corrective action taken. This will be completed within twenty-one days



Sneinton Alchemy

unless circumstances prolong the investigation, in which case an interim report will be made to the complainant and new time-scale set.

2. Second Stage

2.1 If the complainant is dissatisfied with the results of the enquiry and/or corrective action taken, they have a right to put their case (in person if they wish) to the Chair of Sneinton Alchemy.

2.2 The Chair shall undertake any further enquiries and report the decision to the complainant within thirty days.

3. Third Stage

3.1 If the complainant is dissatisfied with the decision of the Chair they have a right to put their case to the Appeals Sub Committee which would comprise of least two of the Sneinton Alchemy Directors.

3.2 The Appeal Sub Committee should undertake an investigation of the complaint and produce recommendations for the Sneinton Alchemy board of directors.

3.3 The Sneinton Alchemy board of directors will take a final decision on the complaint.

All complaints and positive feedback to Sneinton Alchemy will be fully recorded and a report made to the Trustee Board on any complaints dealt with via this procedure. A written record will be retained of complaints.

Signed:Tom Hughes

Position: Director

Date of last review: Jan 2013

Next due for review: Jan 2014



Sneinton Alchemy

Complaints form

To proceed with a complaint please complete this form and return to the Service Director of Sneinton Alchemy. This form will enable the complaint to be dealt with appropriately.

Your name:

Your contact telephone number:

Your e-mail address:

Your Address:

Postcode:

Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.

Date & Time Incident Occurred:

**Please give details of your complaint, stating names of staff wherever possible.
Please continue on a separate sheet if necessary**

If you have already spoken to a staff member regarding your complaint please give their name:



Sneinton Alchemy

What do you think should be done to put things right?

Please note that in investigating your complaint Sneinton Alchemy may need to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:

Date:

For Office Use

Date Received:

Date Acknowledgement Sent:

**Date Outcome of investigation
Communicated to complainant:**

Outcome of the complaint:

Chair's signature:

Date: