

## Churches and Industry Group Birmingham and Solihull

### COMPLAINTS POLICY

#### 1. Policy statements

CIGB's main form of activity is through the provision of Chaplaincies to workplaces in Birmingham and Solihull. CIGB strives for high standards in service delivery and welcomes feedback from individuals, intermediaries, businesses and anyone who works with us, on all aspects of our services. Such feedback is invaluable in helping us evaluate and improve our work. Complaints will be considered on a regular basis by the CIGB Management Council.

The objectives of the CIGB Complaints Policy are to:

- Ensure everyone knows how to provide feedback and, in particular, how a complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Provide individuals with a fair and effective way to complain about our work
- Ensure that complaints are monitored and used to improve our services.

CIGB will ensure that we:

- Listen carefully to complaints and treat complaints as confidential, where possible
- Record, store and manage all complaints accurately and in accordance with the Data Protection Act
- Investigate the complaint fully, objectively and within the stated time frame.
- Allow the person complained against a fair right of reply.
- Notify the complainant of the results of the investigation and any right of appeal
- Inform the complainant of any action that will be implemented in order to minimise the likelihood of a re-occurrence

#### 2. Formal Complaints

##### a. Definition of a Formal Complaint

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a formal complaint

If they feel CIGB (as an organisation, or as an individual chaplain or volunteer) has not provided chaplaincy, or a similar activity, to an acceptable standard; or has failed to act in a proper way.

AND they believe that it is appropriate that formal organisational action is taken to respond to this.

##### b. Jurisdiction of CIGB

This policy and procedure relates only to complaints received about CIGB and its services. Individuals who make formal complaints about partner organisations will be notified in writing within five working days of receipt of the complaint that they need to complain to the organisation they have the complaint with; and will be provided with contact details, where possible.

##### c. Formal Complaints Procedure

- i. Any verbal or written formal complaints will be recorded by the member of staff receiving the complaint and be passed through the appropriate Team Leader for recording in the Complaints File held by the Development Director. Any member of staff identified as being the subject or contributing to any matter giving rise to the complaint will be notified within five working days. Feedback on complaints will be shared with employees at appropriate timings.
- ii. There are 2 stages of the complaints procedure:

iii. Stage One

CIGB aims to settle the majority of complaints quickly and satisfactorily through the relevant chaplain or Team Leader. The complaint may be resolved quickly by way of an apology, by providing the service required or by providing an acceptable explanation to the individual. In some cases a complaint may also lead to action being taken against a member of staff under the Behaviour Management Policy.

If the complainant is happy to do so, individuals wishing to make a complaint should contact the person who provided the service. If that is not reasonable they should contact the local Chaplaincy Team Leader, or, finally, the CIGB Development Director. If the complaint is of a sensitive nature, then a meeting may be arranged in an area of privacy with a person of a specified gender.

Chaplains receiving a formal complaint should immediately inform their Team Leader who will pass details to the Development Director in order that complainant may receive updates on progress as required.

Complaints will be acknowledged by CIGB within five working days. Normally complaints will be fully investigated and a response provided to the complainant within 25 working days; however if the complaint leads to disciplinary action under the Behaviour Management Policy, then timescales will be set according to that procedure, which will take precedence. Complainants will be informed if this is the case (or that there may be another reason for delay in delivering a full response) within 25 working days.

Individuals will be advised that if they are not satisfied with the response to their complaint, they may appeal to the CIGB Management Council within 14 working days of receiving their response and progress to Stage Two.

iv. Stage Two

A CIGB Management Council member will investigate the matter independently and communicate the outcome and any action(s) to the complainant in writing within 20 working days of the appeal being lodged. (Occasionally, investigations may take longer, particularly if the complaint is complex. Should this be the case a holding letter will be sent after 20 working days and a final date given for a conclusion being reached.)

This person may need to contact the complainant to clarify the issues, conduct the investigation and explore resolution. The complainant will receive written confirmation of the outcome of any investigation and any recommendations/remedies made, such as, staff development and training, reviewing of policies or appropriate improvement to CIGB services.

### 3. Informal Complaints

An informal complaint is when a complainant feels dissatisfaction but does not seek a formal response from CIGB. As far as possible, an informal complaint should be addressed to relevant chaplain: if not, to their Team Leader. If the complainant is not satisfied with the response, they may decide to make a formal complaint.

### 4. Anonymous Complaints

Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.

### 5. Confidentiality

Confidentiality will be maintained throughout the complaint procedure. Any data recorded following complaints or compliments will be held according to CIGB Data Protection policy.