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APPROVED BY THE BOARD OF TRUSTEES: 31/12/2020

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COMPLAINTS POLICY AND PROCEDURES



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1. ABOUT THIS POLICY

- 1.1 Good Vibrations is committed to providing a high-quality service, which meets the needs of the people and organisations we work with. We believe we achieve this most of the time: if we are getting it right please let us know.
- 1.2 To ensure our work remains at a high and improving standard, we have a process through which you can let us know if for any reason you are not satisfied with your dealings with us. If you need advice with any part of this process, ask someone you trust to help you.
- 1.3 This policy applies directly to participants, volunteers, trustees, contractors and staff.
- 1.4 Good Vibrations team members with a complaint should read the *Grievance, disciplinary and capability policy* to consider if it feels more appropriate to handle the matter as a complaint or a grievance.

2. COMPLAINTS PROCESS

- 2.1 If we get anything wrong, we want to put it right quickly and simply. So, to start it may be best simply to speak to the Good Vibrations contact you are dealing with, tell them your concerns and ask them to put things right.
- 2.2 If you have a complaint, please direct your concerns to the course leader or relevant manager in the first instance. Please be as specific as possible about what has gone wrong, and how you think we can put it right.
- 2.3 If after making a complaint you remain unhappy with the response, please write to Katy Haigh, Good Vibrations' Executive Director on katy@good-vibrations.org.uk.
 - (a) However, If you have a complaint about the Executive Director, please write to Good Vibrations' Chair of Trustees, Jonathan Hollow on 07977 130 290 or jonathan.hollow@gmail.com.
- 2.4 If after making a complaint to the Executive Director, you remain unhappy with the response, please write to Good Vibrations' Chair of Trustees, Jonathan Hollow on 07977 130 290 or jonathan.hollow@gmail.com. The Chair will then discuss the matter with the Board, who will decide on further steps to resolve the situation.
- 2.5 Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least a written acknowledgment or first-step response within 5 working days.
- 2.6 All written complaints will be logged and the Good Vibrations Board will be informed of all written complaints. Good Vibrations will also ensure that, where relevant, all host organisation complaints procedures are followed and complaints are logged as necessary.
- 2.7 The aim is to investigate your complaint properly and give you a full reply within 10 working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made telling you action taken to date or being considered.

3. IF THE COMPLAINT REMAINS UNRESOLVED

- 3.1 If we are still unable to resolve the complaint, we will approach a third party to ask them to arbitrate and make a decision on the dispute to settle it, e.g. from an [Acas conciliator](#).

4. ADDITIONAL SUPPORT

- 4.1 Good Vibrations can offer support if you require assistance with writing a letter of complaint, e.g. because of English being a second language, disability or another reason. Please make this clear to us at the time of your complaint. Someone you know can also write on your behalf.

5. PUTTING THIS POLICY INTO PRACTICE

- 5.1 Good Vibrations' Executive Director will ensure this policy is reviewed once every 2 years to check it is robust and accurate. Trustees will be asked to approve each iteration of the procedure.
- 5.2 Staff, contractors, volunteers and trustees embarking on work with Good Vibrations, are required to read the organisation's full range of policies and procedures, giving confirmation that they have read and understood them.
- 5.3 Volunteers embarking on work with Good Vibrations are required to read the policies and procedures set out in the *Volunteer Handbook*, giving confirmation that they have read and understood them. They must adhere to this policy throughout their Good Vibrations work.
- 5.4 Good Vibrations will provide regular opportunities for training and discussion about the practical implementations of this procedure to take place with the team.