Name of Policy	Comments, Compliments and Complaints Policy and Procedure
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Lead (s)	Vikrant Bhatia
Version	June 2026
Ratified by HR & Policy Committee	July 2026
Date to be Reviewed	June 2027

Comments, Compliments and Complaints Policy and Procedure

1. Communityworks is a voluntary organisation committed to providing the best possible service. Feedback is essential to this and we welcome all comments, compliments and complaints. These help us review and develop our services and help us achieve the highest possible standards and provide excellent services for everyone.

2. We accept that sometimes things go wrong and that managing complaints well is central to improving both our services and our reputation. How we deal with complaints and learn from them says a lot about our organisation.

3. The efficient handling of comments, compliments and complaints with timely reporting and feedback to the Board of Directors (annually at the May Board Meeting) and those involved in setting policies and strategies is crucial and involves everyone within the organisation. This policy is not intended for complaints from employees, as there are other policies in place to resolve such issues.

4. In order for this policy to achieve the desired outcome of supporting improvements to service, it will be well communicated internally to employees ensuring everyone is aware of how to deal with complaints and to all people using or accessing services thereby raising awareness of the policy and how to use it.

5. We recognise that from time to time there may be occasions when users of the centre feel that the quality or level of service falls short of what they could reasonably expect. There will be other times when you have experienced something extra special, beyond what you expected and want to tell us what a good job we have done. Your concerns are of importance to us and we would hope to resolve any day to day problems as quickly as possible.

6. There are a number of ways of telling us how we are doing:

    a. you can talk to a member of staff
    b. you can ask to see one of the management team
    c. you may be asked to complete an evaluation form after an event
    d. you can participate in specific events focused on gaining your views, such as questionnaires or focused consultation activities.
    e. you can place a leaf on the Wish Tree
    f. you can write to us at Communityworks Undercliffe Lane Bradford BD3 0DW
    g. or email us on complaints@communityworksbradford.org.uk
    h. you can ring us on 01274 200589
    i. you can send us a message through our WhatsApp groups.

In the first instance we would expect you to raise any complaints directly with the member of staff concerned. The more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

7. Definition of a Complaint

A complaint is an expression of dissatisfaction, however made, about the standards of service, actions or lack of action by Communityworks or our staff, affecting an individual or group of people, whether the action was taken or the service provided by Communityworks itself or a person or body acting on Communityworks' behalf.

8. Who to complain to

All complaints should be addressed to the Chief Executive Officer – Vikrant Bhatia, vikrant.bhatia@communityworksbradford.org.uk

If the complaint is about the CEO, it should be addressed to : Chair of the Board of Directors Rhys North,
Communityworks, Undercliffe Lane, Bradford BD3 0DW or email: communityworkschair@gmail.com

9. How to complain

The complaint should be made either in person or by telephone or letter to the Chair who will acknowledge in writing within ten working days the receipt of the complaint. Complaints should be from (a) named individuals – (b) on behalf of a group or (an)other person(s). **Anonymous complaints will not be acted upon.** Complaints should be specific and factual (as far as possible). At any stage in the process, the complainant may be accompanied by or supported by a friend or advocate - but not a legal representative.

Communityworks welcomes feedback and will investigate all complaints in a civil and polite manner. Whilst it is recognised that a complainant will have issues of genuine concern, it is expected that all representatives of Communityworks will be treated in a civil and polite manner.

10. This is what Communityworks will do

a. The Chair will take responsibility for ensuring that the complaint is investigated and will communicate the results of the investigation to the complainant within a reasonable time - normally within twenty eight days of the complaint being received. If the complaint is found to be justified, the Chair will agree any necessary further action with the complainant.
b. The complainant will have the right, if dissatisfied with the result of the enquiry, to put their case to a panel of three Board of Directors. (not including the Chair)
c. If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant.
d. The decision of the appeal panel is final and no further appeal is possible.

All comments, compliments and complaints will be stored centrally and monitored, with reports to the Board of Directors as required.
This policy will be displayed prominently so that people can easily see what they need to do.

Remember the Management Team will always make time to listen as we really want to do everything we can to improve the quality and standard of all that we do at Communityworks.
In short, complaints will be

- taken seriously
- formally acknowledged

- investigated at the earliest opportunity
- acted upon - where appropriate - as soon as is practicable
- expected to be kept confidential and assured at all times.

This policy will be reviewed annually and presented for approval if amendments are made.