

Complaints Policy

Date to be approved by Connected Together Community Interest Company (CTCIC) Board	15 December 2020
Author/Responsible Person	Kate Holt
Date reviewed and updated	December 2020 (Updated November 2021)
Next revision due	December 2023
Staff/volunteer training delivered	As part of induction
Date sent to staff	19 January 2021
This policy covers Connected Together CIC and <i>all</i> its contracts and managed organisations, for example Healthwatch Northamptonshire (HWN) and Healthwatch Rutland (HWR).	

This document does not form part of your contract of employment/volunteering and may be changed from time to time in line with current best practice and statutory requirements. Staff and volunteers will be notified of updates.

Connected Together CIC Complaints Policy

1. Purpose of this document

Individuals and organisations have the right to express their views about the performance of Connected Together CIC and the way in which it conducts its business. Anyone who is dissatisfied with any aspects of the service received by CTCIC can make a complaint under this policy.

We will treat both concerns and complaints in the same way.

This Policy does not cover:

- Complaints or concerns about the NHS, which should be dealt with through the NHS complaints procedure.
- Complaints about the provision of social care services which should be dealt with by North Northamptonshire Council and West Northamptonshire Council complaints procedure.

2. How to raise a concern or make a complaint about CTCIC

- 2.1. In the first instance we would encourage you to raise a concern, or complaint, or to provide feedback on our service informally. Providing information or correcting of understandings or misconceptions at this early stage may enable the issue to be successfully resolved.
- 2.2. If the concern or complaint is not resolved to your satisfaction, then you should notify us via email, letter or via a telephone conversation with a member of staff or a volunteer.
- 2.3. CTCIC will acknowledge the concern/complaint in writing (or in the complainants preferred method of communication) within 3 working days.
- 2.4. Attempts to resolve the concern/complaint will be completed within 15 working days of establishing the nature of the concern/complaint. Exceptionally, if further time is needed, where possible this will be agreed with the person making the complaint.
- 2.5. The CEO of CTCIC will review all concerns/complaints. If you are not happy with the outcome you will be able to appeal. The concern/complaint will then be reviewed by the CTCIC Board or HWN Board or HWR Board or relevant Board members, as appropriate (depending on who the complaint is against) who have not previously been involved in the matter. Once the appeal process has been completed the concern/complaint will be closed.
- 2.6. If you are still not satisfied you can take your concern/complaint to Northamptonshire County Council/Rutland County Council, or to other appropriate commissioners of our contracts and services.
- 2.7. You may also subsequently take your concern/complaint to the Local Government Ombudsman. <http://www.lgo.org.uk/>

Reviewed and updated: November 2021

Agreed and approved: