

Complaints policy

Policy statement

CANDI is committed to improving the quality and enjoyment of activities for the young people of the Forest of Dean. In recognition of this objective, if anyone is dissatisfied with the standard of service received from CANDI or is unhappy about an action or lack of action by CANDI, this Complaints Procedure sets out how they may complain to the Charity and how it shall try to resolve the complaint.

Scope

1. This Complaints Procedure applies to complaints about CANDI administration and procedures and may include complaints about how CANDI trustees, employees or volunteers have dealt with your concerns.
2. This Complaints Procedure does not apply to complaints by one CANDI employee or volunteer against another CANDI employee or volunteer or between a CANDI employee and CANDI as employer. These matters are dealt with under the charity's disciplinary and grievance procedures.

Procedure

1. Complaints about CANDI's procedures or administration may be made to the Company Secretary. This may be by writing to or emailing to the addresses set out below.
2. Wherever possible, the Company Secretary will try to resolve the complaint immediately. If this is not possible, the Company Secretary will normally try to acknowledge the complaint within five working days.
3. If the complainant does not wish to complain to the Company Secretary, they may make their complaint directly to the Chair of the Board of Trustees who will report the complaint to the Board.
4. The Company Secretary or the Chair will investigate each complaint, obtaining further information as necessary from the complainant and/or from staff or volunteers of the Charity.
5. The Company Secretary or the Chair will notify the complainant within 20 working days of the outcome of the complaint and of what action (if any) CANDI proposes to take as a result. (In exceptional cases the twenty working days timescale may have to be extended. If it is, the complainant will be kept informed.)
6. If the complainant is dissatisfied with the response, they may ask for the complaint to be referred to the full Board and (usually within eight weeks) will be notified in writing of the outcome of the review of the original complaint.

Contact

Company Secretary, CANDI, 31 Market Street, Cinderford, GL14 2RT

E-mail: cosec@candi.email

Document control

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