



Growing Sudley CIC

Complaints Procedure

If you have a complaint about our organisation, we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer trust and satisfaction;
- To use complaints constructively in the planning and improvement of all activities, services and products.

Who can complain?

Anyone who is:

- Receiving a service or product from Growing Sudley CIC;
- Attending an event or activity hosted by Growing Sudley CIC;
- Caring for someone who has a complaint;

Or

- Any stakeholder, local resident or member of the community who believes they have justifiable reason to complain about Growing Sudley CIC.

How to complain

Growing Sudley CIC would like to be made aware of any complaint as soon as possible. Many complaints can be resolved informally. In the first instance, please contact us and, if you feel able, speak to the member of the organisation who is working with you.

If this doesn't sort the matter out to your satisfaction, please ask to speak to one of the Management Team of the organisation.

If the matter is still not resolved, you can take it to our Board of Directors, who are responsible for the good governance of the organisation.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may want to pursue a formal complaint.

Write down your complaint and email it to: growingsudley@gmail.com or post to Growing Sudley CIC, 43 Penny Lane Liverpool L18 1DE.

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint. You will receive a formal response to your complaint within a maximum of 20 working days of its receipt. Any extension of this time limit requires your consent.

Does this always happen?

In all cases, a complaint will be given full and fair consideration. However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, and of the outcome of these proceedings. If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

What can you do if you are unhappy with the outcome of the complaints procedure?

You can contact the Office of the Regulator of Community Interest Companies. You will find more information about the Regulator at www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies

Complaints and appeals

CIC Regulator
2nd Floor
Companies House
Crown Way
Cardiff
CF14 3UZ

Email cicregulator@companieshouse.gov.uk

24-hour voicemail service 029 2034 6228