



EXTERNAL COMPLAINTS POLICY

Iver Good Neighbours Scheme (GNS)

Who this is for

This policy relates to complaints and feedback by external parties including Iver GNS users regarding Iver GNS volunteers and activities.

What is a Complaint

A complaint is defined as any expression of dissatisfaction or grievance made in writing or in person to a representative of Iver GNS by an external individual or organisation in relation to our activities.

A complaint commonly arises as a result of one of the following:

- A misunderstanding of the role
- Poor performance by Iver GNS
- Poor perception or even ill-will by the person making the complaint.

Iver GNS Commitment to Handling Complaints

We aim to improve and continue to offer high standards to our beneficiaries.

We will listen to and investigate any instances when you feel that Iver GNS has failed to meet a high standard of service to the community.

If Iver GNS receives a complaint, you will be told the name of the person who will be responsible for looking into the complaint and we aim to keep you informed of progress until the matter is closed.

Whatever the cause, we commit to fully investigating the complaint, identifying its cause and, if possible, taking remedial and preventive action.

What to do if you have a complaint

- If you wish to make a complaint, verbally or in writing, then it will be handled efficiently and taken seriously by Iver GNS.
- Please address all written complaints in writing to the Iver GNS Chair, with relevant correspondence attached.
- If you make the complaint verbally, the person receiving the complaint will report it to the Chair as soon as possible with any relevant correspondence.
- Once a complaint is received (written or verbal) we will send an acknowledgement email or letter within 7 working days of receipt of the complaint.

- The Chair will then respond to you, usually in writing, answering all points raised. We intend to respond fully within 28 days of receipt of your complaint; if this is not possible, we will inform you within 28 days of the likely date for the matter to be concluded and a response given.
- At this point we hope to have answered all your concerns and that you will be happy with the response and any action Iver GNS has taken as a result.

A 'Complaints Register' will be maintained and will be kept up to date with details and dates of all complaints received, investigative reviews undertaken, and responses given. The Register will be reported to the Trustee Board a once a quarter.