



Working for women's wellbeing

How to make a complaint



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How to make a complaint

1. Informal Complaints

If you have an informal complaint about an employee, a volunteer, a trustee, another WHiST member.

Please ask to speak privately with a member of staff or with one of the job share CEO's (Angela Oxberry or Kate Shanley) who will listen to the complaint and agree a way forward to resolve it quickly.

2. Formal complaints

WHiST is committed to ensuring high standards of conduct and performance in all aspects of its work. Consequently, the organisation takes very seriously complaints made about its Trustees, employees or volunteers, when carrying out duties on behalf of WHiST

If you feel you need to make a complaint about the conduct or performance of a Trustee, employee or volunteer the following procedure will be instigated.

3. Complaint against an employee

- a) The complaint should be made in writing if possible, marked "Confidential", and sent to one of the job share Chief Executives at WHiST's registered address which can be found at the end of this document. If the complaint is about one of the Chief Executives it should be addressed to the Chair of the Board, in which case "Chair" is substituted for "Chief Executive" in the rest of this section.
- b) Within 15 working days (Monday – Friday) of receipt of the complaint a Chief Executive will arrange to meet, telephone or correspond with the complainant and the employee concerned. A record will be kept of the points discussed. An investigation of the allegation will be made and a written report produced within 28 days. Should the complaint be determined as unfounded the Chief Executive will inform both parties of the decision. The decision will be final.
- c) Where the complaint is upheld the Chief Executive will discuss appropriate action with the employee. If necessary, disciplinary action will be taken in accordance with WHiST's Disciplinary and Grievance Procedure. The complainant will be notified in writing of the decision and offered an apology. If appropriate the Chief Executive will explain what action has or will be taken.

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- d) If the complainant has suffered loss then it may be appropriate to make good the loss by offering compensation. The purpose of the compensation would be to return the situation to the point before the loss was incurred: the complainant should not profit from the complaint.
- e) The Chief Executive will notify the Chair of the Board of the complaint and action taken.
- f) A complaint against an employee will result in either some form of corrective action, such as being required to undertake training, or disciplinary action. In the latter case, WHiST will follow its Disciplinary Procedure which enables the employee to formally state their case and to issue an appeal if necessary.

4. Complaint against a WHiST Trustee

- a) If the complaint is against a Trustee, then the complaint should be made in writing, if possible, marked "Confidential", and sent to the Chair of the Board at WHiST's registered address, found at the end of this document. If the complaint is against the Chair then the letter should be addressed to the Vice Chair and "Vice Chair" should be substituted for "Chair" in the following section.
- b) On receipt of the complaint the Chair will appoint one or more Trustees to look into the complaint. Within 15 working days (Monday – Friday) arrangements will be made to meet, telephone or correspond with the complainant and the Trustee concerned. A record will be kept of the points discussed.
- c) The evidence will be considered and a written report will be sent to the Chair within 28 days.
- d) Should the complaint be determined as unfounded both parties will be informed of the decision, which will be final.
- e) Where the complaint is upheld appropriate action will be discussed with the Trustee. The complainant will be notified in writing of the decision and offered an apology. If appropriate the Chair will explain what action has been or will be taken.
- f) A report outlining the findings of the Chair will be submitted to the next Board meeting.
- g) If the complainant has suffered loss then it may be appropriate to make good the loss by offering compensation. The purpose of the compensation would be to return the situation to the point before the loss was incurred: the complainant should not profit from the complaint.
- h) Where the complaint is sufficiently serious the matter will be referred to the Board at Stage 2e. The Board will then decide what action should be taken in accordance with the Companies Act 2006.

5. Complaint against a volunteer who is not a WHiST Trustee

Where a complaint is made against a volunteer who is not a WHiST Trustee the procedures detailed in Section 9 of the Volunteer Policy will be implemented.

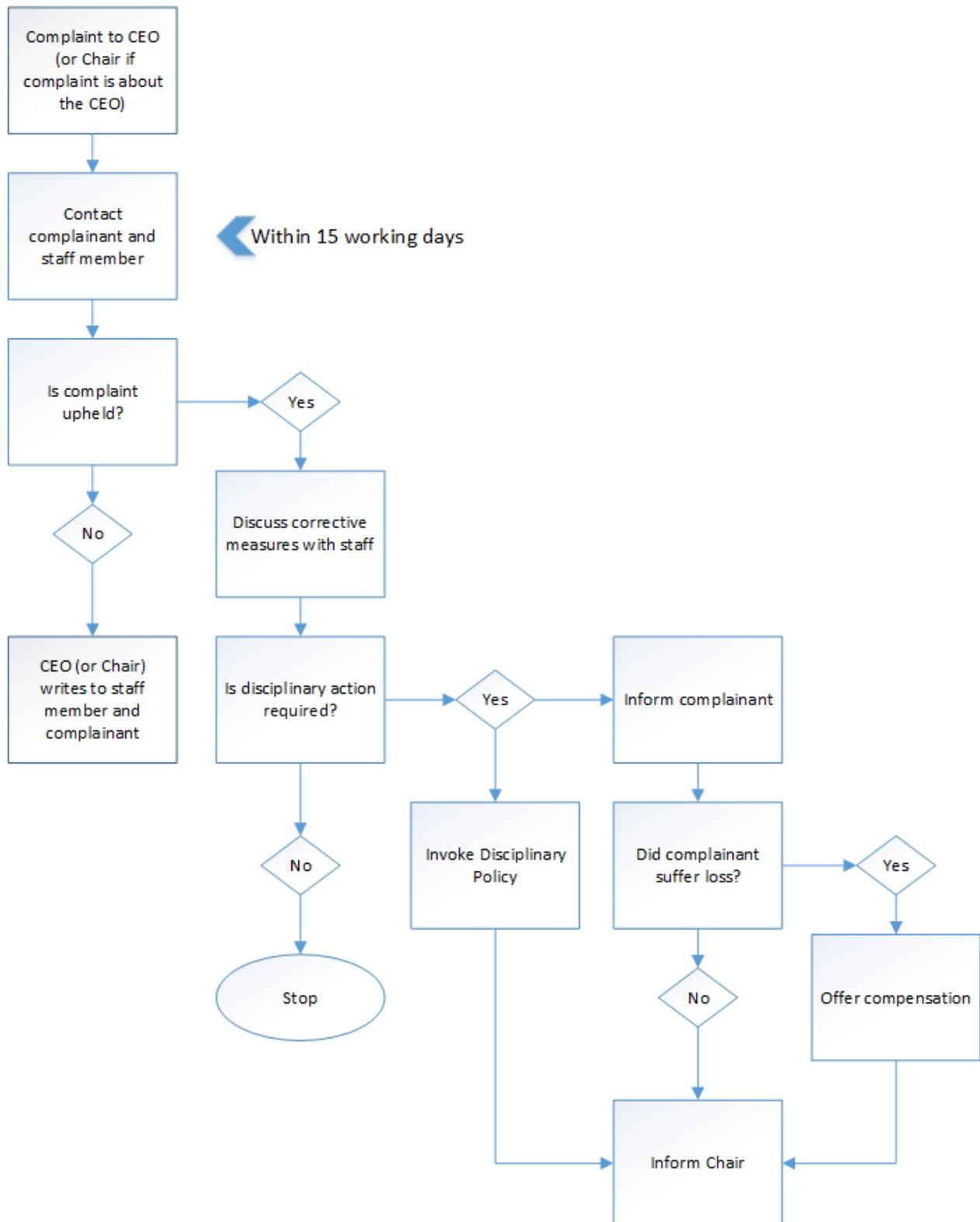
6. Additional notes

At any stage in the procedure an employee, Trustee or volunteer may be offered appropriate support.

The complainant may only appeal against a decision on the grounds that WHiST did not correctly follow this *Procedure*. WHiST decisions in relation to a complaint do not affect the complainant's statutory rights.

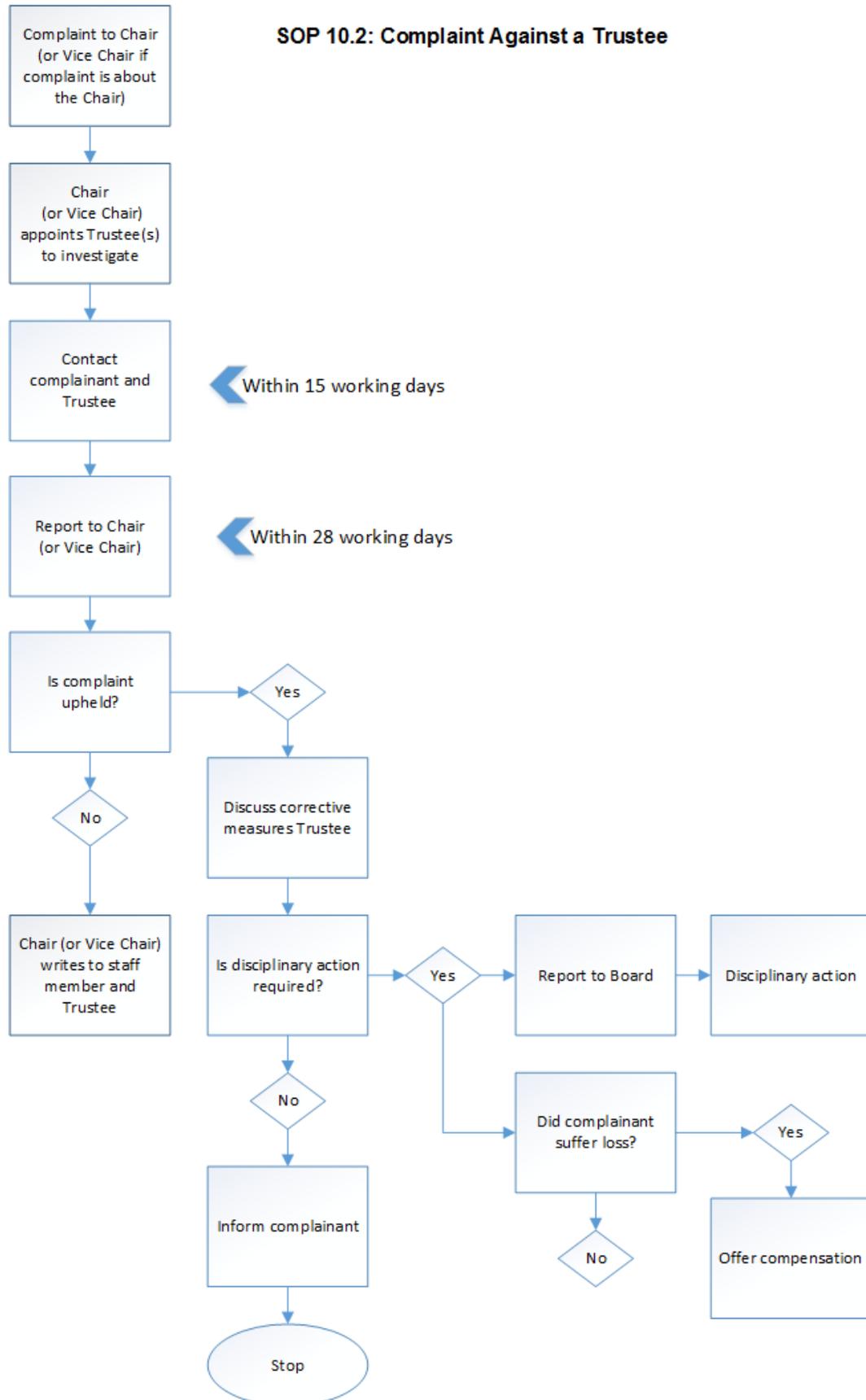
This policy will be operated in tandem with WHiST's Volunteer Policy which will be reviewed annually.

SOP 10.3: Complaint Against a Staff Member



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SOP 10.2: Complaint Against a Trustee



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Women's Health in South Tyneside

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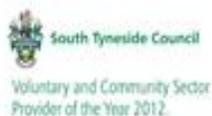


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wellbeing*



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