

HESTON WEST BIG LOCAL

COMPLAINTS POLICY & PROCEDURE

Key Values:

- Everything Heston West Big Local does will be able to stand the test of scrutiny by the public, charity regulators, community members, stakeholders, funders and the courts
- Integrity, respect and honesty will be the hallmarks of all conduct when dealing with others within Heston West Big Local and equally when dealing with individuals and institutions outside it
- Heston West Big Local will strive to maintain an atmosphere of openness throughout the community to promote confidence of the public, stakeholders, the Local Trust, the Big Lottery Fund, charity regulators and government.

Complaints & Concerns

This document sets out how to take up matters if you think Heston West Big Local has acted in an unsatisfactory way.

This procedure is meant to provide a means to resolve a dispute between Heston West Big Local and any complainant. It requires staff and partnership members at every stage to resolve the complaint. Complaints are likely to be in one or more of the following areas:

- dissatisfaction with our service, such as inadequate work, unacceptable delay or failure to deliver a service etc.
- disputes between a resident/service user/external organisation and Heston West Big Local regarding policy, procedures or activities.
- discourtesy or unhelpfulness on the part of staff, volunteer or partnership member

Procedure

1. Partnership members receiving information from the public, especially where this is in the nature of a concern or a complaint, will encourage the person concerned to make their views known to the Coordinator. This is to ensure the matter is picked up and that the individual partnership member is not left acting as a go-between.
2. Partnership members and staff should encourage anyone with a complaint or concern to use the attached Complaints Form. This form will be made readily available at HWBL's office and on its website. However a written complaint in the form of an e-mail or letter is perfectly acceptable.
3. **If you have a complaint or concern, please contact Heston West Big Local in person, by phone, in writing or by e-mail:**

Taz Virdee, Heston West Big Local Co-ordinator - t.virdee@berkeleyacademy.org.uk
07840047771
Heston West Big Local
Berkeley Academy
Cranford Lane
Heston
Hounslow
TW5 9HQ

4. If you do not feel comfortable contacting Heston West Big Local, please contact their Big Local representative by e-mail:

Matt Freidson, Big Local Rep
matt.freidson@gmail.com

5. The partnership looks to make an initial response to a concern or complaint within 72 hours of it being received by the Coordinator, outlining the next steps. This will usually be by e-mail. In all cases the Chair, Big Local rep and Berkeley Academy (the Local Trusted Organisation) will be advised immediately.
6. Depending on the nature of the issue, the Coordinator will seek information from those best placed to respond.
7. The partnership seeks to make a fuller and more detailed reply where needed within a month of the issue first being raised, or at its next meeting if a fuller discussion is required.
8. The person making the complaint shall be kept abreast of the timescale as to when they will receive a formal reply.
9. If the issue raised is about the Coordinator, Local Trusted Organisation or Big Local Rep, then the concern will be passed to the Chair.
10. All written concerns and complaints will be raised at the next partnership meeting.
11. Discussion and decision by the partnership, including any actions to be taken, will be minuted.
12. Following the decision of the partnership, a formal reply will be drafted by the Chair, Coordinator or Big Local rep as appropriate, reviewed by the partnership, and sent to the person making the complaint.
13. Correspondence will be kept on file. Where a point of general interest is at stake, a summary or clarification will be posted on the website.
14. Where the person raising a concern or complaint is not content with the fuller reply, Berkeley Academy as the Local Trusted Organisation, will discuss and agree next steps with the Chair and Big Local rep.
 - This may include a face to face meeting at which the complainant may come with a chosen friend or advocate.
 - It may include agreement to no further action.
 - Where the concern relates to the Big Local Rep, this will include informing and being advised by Local Trust.
15. If a face to face meeting does not secure a resolution, the complainant may contact:
Matt Freidson, Big Local Rep
matt.freidson@gmail.com
07852868065
16. In the event the person making the complaint wishes to raise their complaint with Local Trust (the funding and coordinating body for Big Local), they should be contact:
Phone: 020 3588 0565
E-mail: info@localtrust.org.uk

Heston West Big Local Complaints Form

If you have a concern or complaint about an aspect of Heston West Big Local's work, please fill in the following and return the form to us.

Please tell us the details of your complaint.

Please tell us what you feel should/should not have happened.

Please tell us what you would like us to do now.

Your name: _____

Your address: _____

Your telephone no.: _____

Your e-mail: _____

Thank you for completing this form. Please return it to:

Taz Virdee, Heston West Big Local Project Manager - t.virdee@berkeleyacademy.org.uk

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