



COMPLAINTS POLICY & PROCEDURE

1. INTRODUCTION

The Community Council of Devon is committed to providing a high quality service to everyone we deal with. However, we recognise that there may be times when things go wrong. We value all types of feedback about our service and will use complaints to help us to learn and continuously improve our service. This policy tells you how to go about making a complaint about our service and what response you can expect from us.

2. ABOUT THE COMMUNITY COUNCIL OF DEVON

The Community Council of Devon is an independent charitable company founded in 1961. Its 240 members include the principal statutory bodies and voluntary organisations in the county, and many other local organisations.

We have a voluntary governing body, our Board of Trustees, in part elected by our full members at general meetings and in part appointed by bodies as designated in our company articles. The Community Council of Devon incorporated as a Company Limited by Guarantee in 1999.

For further information about The Community Council of Devon see www.devoncommunities.org.uk.

3. WHAT KIND OF COMPLAINT CAN BE CONSIDERED?

Grounds for complaint include:

- **Dissatisfaction with standards of service** (for example, the quality of information provided to you, either verbally or in written form, or the manner in which that information was provided).
- **Deficiencies in standards of service** (which might include problems with accessibility or the provision of information in appropriate formats).
- **Discrimination, harassment, bullying and victimisation.**
- **Other deficiencies in the quality of your experience with Community Council of Devon**

4. WHAT KIND OF COMPLAINT IS EXCLUDED?

The nature of what we do means that we often work in partnership or in association with a large number of organisations, groups and individuals. However we cannot respond to complaints about the public involvement work of others. We therefore suggest that such complaints be addressed to the organisation, group or individual concerned. Complaints made to The Community Council of Devon need to relate to the actions of The Community Council of Devon staff or others working as representatives of The Community Council of Devon, such as volunteers.

5. HOW TO MAKE A COMPLAINT

Many concerns can be sorted out by discussing the problem with a member of staff, and we would encourage you to try this first by phoning 01392 248919.

If, however, this does not resolve the situation for you, you can make a formal complaint through The Community Council of Devon's two-stage complaints procedure.

6. MAKING A COMPLAINT: STAGE ONE

In the first instance, your complaint will be dealt with by The Community Council of Devon's Director of Operations. Therefore please put your complaint in writing and address it to:

Greg Davies
Director of Operations
Devon Communities Together
1st Floor - 3&4 Cranmere Court
Lustleigh Close
Exeter EX2 8PW

Email: greg@devoncommunities.org.uk
Tel: 01392 248919 Ext: 181

It will help us if you can submit your complaint in writing with as much detail as possible, including any supporting documents or information. This helps us to understand the complaint more fully and to respond better to it. In addition, if you have any suggestions about how to resolve your complaint, please include them.

We treat all complaints seriously and you can expect to be treated with courtesy and fairness at all times. We will aim to resolve your complaint as quickly and as helpfully as possible.

We will acknowledge receipt of your complaint **within five working days** and you will receive a response **within 15 working days** of the receipt of your complaint. If for some reason we are unable to respond within 15 working days, we will contact you to explain why.

The Director of Operations may discuss your complaint with any relevant parties (i.e. people directly involved in the complaint). However, we undertake to maintain full confidentiality beyond this and will not discuss you or your complaint with anyone outside The Community Council of Devon.

7. MAKING A COMPLAINT: STAGE TWO

If you are not satisfied with our response at Stage One, then you can request that the complaint be taken to Stage Two. At Stage Two, your complaint will be reviewed and responded to by The Chief Executive, Elaine Cook. She may choose to review it with other Senior Managers of The Community Council of Devon.

You can expect to receive an acknowledgement of your request to proceed to Stage Two **within five working days**, and you will receive a response **within 20 working days**. Once again, if we are unable to do this we will contact you and let you know the reasons for the delay.

8. IF YOU ARE NOT SATISFIED WITH OUR RESPONSE

We do hope that we resolve your complaint in a satisfactory way. However, if, having followed our complaints procedure, you remain dissatisfied with our response you can ask to have your complaint reviewed by the Chair of The Community Council of Devon Board of Trustees, Teresa Butchers, c/o the address above.

If you need a copy of this policy in another format please contact us:

Email: info@devoncommunities.org.uk Telephone: 01392 248919
This policy is also available to download from www.devoncommunities.org.uk

*The Community Council Of Devon is known as Devon Communities Together.