



Title of Policy/Procedure: **COMPLAINTS POLICY**

Ratified by MC (Chair signature):

Date of ratification by MC:

Review Date:

STATEMENT OF INTENT

The intent of CADA NI’s Complaints Policy is to:

- provide a fair and easy to use process for anyone making a complaint
- ensure that people know how to contact us to make a complaint
- make sure everyone connected to CADA NI knows what to do if a complaint is received
- make sure all complaints are considered fairly and swiftly
- make sure that complaints are resolved and that, where we can, all relationships are repaired
- support us in gathering information that will help us to continue to improve.

RESPONSIBILITY

Overall responsibility for this policy and its implementation lies with CADA NI Management Committee.

DEFINITION

A complaint is any expression of dissatisfaction, whether felt justified or not, about any aspect of CADA NI.

MAKING A COMPLAINT

Informal Complaint

Members, volunteers and participants at CADA NI activities are, in the first instance, invited to raise their concern informally with the individual concerned. Alternatively, a member of the CADA NI Management Committee will be happy to informally discuss any concern expressed.

CADA NI representatives will endeavour to understand the nature of the concern being raised and establish whether or not this can be resolved easily. If the concern cannot easily be resolved by the individual being approached informally, the complainant is encouraged to contact the Chair or another Member of the Management Committee if the Chair was the first representative.

CADA NI aims to resolve any informal complaint within seven working days, but this will depend on the nature of any investigation should it be required. Should the investigation extend beyond this time period, the complainant will receive written notice of this.

If the matter is not satisfactorily resolved, the complainant is invited to make a formal complaint.

Formal Complaint

If the issue has not been resolved satisfactorily through informal channels, the complainant is invited to formalise their complaint in writing, by letter or email. Depending on the nature of the complaint, it should be directed via the email address on the website: info@cada-ni.org

The Management Committee is responsible for addressing the issues raised in the complaint, including reporting that the complaint has been made and investigating it.

Formal complaints will be acknowledged within seven working days.

CADA NI aims to resolve any formal complaint within 28 working days, but this will depend on the nature of any investigation should it be required. Should the investigation extend beyond this time period, the complainant will receive written notice of this.

CONFIDENTIALITY

All complaint information will be handled sensitively. CADA NI will follow relevant data protection requirements and will inform only those who need to know about any aspect of a particular complaint.