

## **Complaints Policy**

Inclusion Barnet views complaints positively. Enabling feedback provides a way of identifying weaknesses in our service and provides us with an opportunity to improve them. Whilst always seeking to solve complaints through informal means, we do believe that it is good practice to have a formal complaints procedure for use when these means fail.

In the first instance, if at all possible, the worker concerned will try and resolve the issue straight away. Details of the complaint will then be reported to their manager as soon as is practicable. However, if it cannot be resolved informally or the matter is of a more serious nature you will be advised of the procedure for making a formal complaint.

### **The Formal Complaint Procedure**

The formal complaints procedure involves:

- the formal establishment of facts
- the formal collection of witness statements and evidence
- the formal review of the case by the CEO
- recourse to a second stage of review by the Board of Trustees.

Where

- a complaint cannot be resolved informally
- is of a serious nature,

The complainant will be invited to make a formal complaint by putting it into writing to the CEO, or (where the complaint involves the CEO) to the Chair. Complainants will be asked to include factual details, e.g. of the date, time, location, and other circumstances of the incident/matter they wish to raise.

### **The Inclusion Barnet CEO contact details are:**

Caroline Collier – [caroline@inclusionbarnet.org.uk](mailto:caroline@inclusionbarnet.org.uk)

Independent Living Centre, c/o Barnet & Southgate College, 7 Bristol Avenue,  
Colindale, London NW9 4BR

### **Response**

Following receipt of a formal complaint the relevant manager will conduct an investigation by checking records, and conducting confidential interviews with staff involved. They will then assess how to resolve the matter and respond to the complainant accordingly. A response to the complainant will be made in writing after liaison with the CEO. Should this fail to resolve the matter, it will be passed to the Board of Trustees to review independently. The Board will also respond to the complainant in writing.

### **Confidentiality**

All investigations will be conducted confidentially and any findings will be kept secure and confidential in line with Inclusion Barnet's [Privacy Policy](#).

### **Written records**

Relevant documentation will be filed securely in line with Inclusion Barnet's [Privacy Policy](#).

### **Staff Records**

Nothing will be kept on staff records unless formal action is taken against an individual under Inclusion Barnet's disciplinary procedure.

**Updated July 2022**