

Tollesbury Climate Partnership (TCP)

Complaints Policy

Version 2023-CP1



Date of Last Review: 22/06/2023

Next review due by: 30/06/2024

The purpose of the document is to outline the procedure for handling any complaint that is directed towards Tollesbury Climate Partnership (TCP), whether from within the membership or from outside of the organisation.

TCP commits to treat any complaint seriously, and agrees to act responsibly and fairly throughout any complaint handling procedure.

The Board will appoint one director to have overall responsibility for managing complaints, this post will be confirmed annually.

The Directors will keep a log of all complaints received and records of any submissions and responses. These records must be kept for 2 years following resolution.

1. Information to collect when receiving a complaint

- Complainants name.
- Complainants preferred contact details.
- Date that the complaint is made.
- Date that the complaint relates to.
- Persons that the complaint relates to.
- Details of the complaint.
- Name of the Member receiving the complaint.

2. Informal Complaint

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. If, after a brief and simple discussion no resolution can be reached, a formal complaint should be opened.

Whether or not the complaint has been resolved, the complaint information should be passed to the Directors within 5 days.

3. Formal Complaint

Anyone receiving a formal complaint should reply to the complainant acknowledging receipt of the complaint within 5 days. All information relating to the complaint should be passed to the Directors within 5 days.



If the complaint is made against one of the Directors, the said Director should not take part in any meetings about the complaint, excepting as part of investigations into the complaint itself.

If the complaint is made against the Director with responsibilities for handling complaints, the board shall then appoint from their number another director to assume this role for the duration of processing this complaint.

The Directors will nominate either the Co-Ordinator of the Group whose members or activities have been cause for complaint, or one of their number to respond. The 'complaint handler'.

The Directors will notify the member who has been the subject of any complaint, giving them the opportunity to respond to the nominated complaint handler.

The complaint handler will be responsible for ascertaining the full facts surrounding the complaint. This may include meeting members or others from outside of TCP to collect the relevant information.

Once the circumstances have been established, a written response shall be prepared and submitted to the Board for approval.

The complaint handler will make any recommendations to the Board where any lessons can be learnt or changes implemented.

Once approved, the response will be sent to the complainant, this should be within 28 days of the submission of the complaint.

If the investigations into the complaint takes longer than 28 days, a note should be sent to the complainant giving an explanation and an extended timeframe.

4. Follow Up

The complaint handler will inform the board as to whether their response has been accepted. If so, the matter will be considered closed, and records updated accordingly.

If the complainant is still not satisfied than the Board will convene a meeting to discuss the matter directly.

The Board will review the submissions of the complaint handler and, if necessary, carry out their own review.



Following a review by the board, the Director with responsibility for complaints will write to the complainant outlining the boards response. The letter will include information on the complaints contacts at Co-Operatives UK and the Financial Conduct Authority should the complainant wish to take the matter further.

Contact: directors@tollesburyclimate.org

Approved by the Board on:

Signed:

Name:

Name:

Name: