

onioncollective

Complaints Handling Procedure

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase satisfaction with Onion Collective's services;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from the Onion Collective;
- Caring for someone who has a complaint;
- Has been refused a service which they think they may need.

This includes visitors or potential visitors to East Quay.

How to complain

The Onion Collective would like to sort out any complaint as soon as possible. We hope that most complaints can be resolved in person, by informal discussion, at the time they arise.

If a complaint isn't resolved at the time, they many complaints can still be resolved informally. In the first instance please contact:

Office Manager, Kiri Carter, by email, phone or please come and visit the office or write us a letter.

Email: kiri@onioncollective.co.uk

Phone: 01984 633496

Visit or write: Onion Collective, Harbour Studios, Harbour Road, Watchet, TA23 0AQ

Kiri will try to sort the matter out. If you are not satisfied with her response, or if you would like to pursue a formal complaint, please contact:

Onion Collective Director, Georgie Grant.

Write down your complaint and email / post it to:

Email: Georgie@onioncollective.co.uk

Post: Georgie Grant, Onion Collective, Harbour Studios, Harbour Road, Watchet, TA23 0AQ.

What Happens Next?

You will receive acknowledgement a written complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly, or to ask for any further relevant details. We may ask to meet with you to handle the complaint.

We will aim to provide a written response to your complaint within 28 working days of its receipt.

Does this always happen?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is credibly alleged, then the police will be informed.

We will not treat social media posts as formal complaints, and not normally respond to social media posts under this policy.

If we reasonably judge that a complaint is malicious, vindictive or otherwise scurrilous, we may decide not to follow this policy when responding.

Can you have someone with you when your complaint is discussed?

Yes, you can.

Can you take your complaint elsewhere?

If you are still not satisfied, you can then contact the CIC Regulator.

Address: CIC Regulator, 1st Floor, Companies House, Crown Way, Cardiff, CF14 3UZ.