

GRCC

Comments and Complaints Policy

1. Introduction

Gloucestershire Rural Community Council (GRCC) provides a high standard of service delivery to communities, service users and all our stakeholders, and we value feedback. We treat all complaints seriously and will deal with them as expeditiously as possible.

If you have any comment to make about the activities of GRCC, or any of our Trustees, staff or volunteers, whether complimentary or critical, you are invited to telephone or write to the Chief Executive Officer at the offices of GRCC:

GRCC, Community House, 15 College Green, Gloucester GL1 2LZ

Tel: 01452 528491

To contact via email:

Barbara Piranty, Chief Executive Officer – barbarap@grcc.org.uk

2. Complaints procedure

If you have a specific complaint you wish to make about the actions of or service provided by any member of the GRCC team, or if you consider GRCC has infringed data protection legislation in relation to the way GRCC has handled your personal information or the information of someone you are representing, you are asked to contact the Chief Executive Officer (CEO) in writing. Please state clearly the nature of your complaint and about whom or what the complaint is being made. If you are submitting a complaint for someone else, we will need to confirm that you are authorised to act on their behalf before we can investigate the complaint.

Your complaint will be acknowledged as soon as possible and within five working days of receipt by the CEO, or a Senior Manager if the CEO is unavailable. Within a further seven working days you can expect to be informed of the outcome of your complaint and, if upheld, the action taken in order to try and prevent a recurrence.

In the event that you are not satisfied with this outcome, or if it is a complaint against the actions or service provided by the CEO, then please address your complaint to the Chair of the Board of Trustees in writing by post to the address below. Please clearly mark the envelope Private and Strictly Confidential.

The Chair, GRCC, Community House, 15 College Green, Gloucester GL1 2LZ

The Chair or Vice Chair will then investigate the matter and contact you within seven working days to discuss further.

If you are still not satisfied, you can request that your complaint is taken to a meeting of the Board of Trustees. Please note that in the normal course of business the Board of Trustees meets every three months. Should your complaint be of such severity, and there being no normal meeting of the Board occurring within one month of your request, then a specially convened meeting of the Board will take place.

Should your complaint be about the actions or service of a member of the Board of Trustees whilst engaged in the business of GRCC, then your complaint must be addressed to the Chair. If your complaint is with regard to the Chair, please address your complaint directly to the Vice Chair at the same address as above. The matter will then be investigated by a specially convened meeting of a Select Committee of the Board of Trustees and you will be answered within fourteen working days of the receipt of your complaint.

Your final course of action is to complain to:

Charity Commissioners, PO Box 1041, Liverpool L69 3ZJ

The Charity registration of GRCC is 1054282.

For data protection complaints, you have the right to complain to the Information Commissioner's Office (ICO) at any point in the process. You do not have to wait for the completion of GRCC's investigation before contacting the ICO <https://ico.org.uk/make-a-complaint/>

3. Reviewing the policy

This policy is subject to approval by the GRCC Board of Trustees and will be reviewed every two years.

Appendix: Complaints Process – flowchart

