

Complaints Policy

This policy is intended for use by anyone who has interaction with Conciliation Resources as an organisation or with Conciliation Resources and its position on policy issues.

We recognise that from time to time there may be occasions when organisations or individuals may feel that Conciliation Resources may have fallen short of what they could reasonably expect or that Conciliation Resources' position on a policy issue may have caused them harm.

Your continued goodwill is greatly appreciated by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use where informal communication has not resolved the issue.

This is what you should do

The complaint should be made either in person, or by telephone, face, letter or email to the Chief Operating Officer who will acknowledge, in writing within ten working days, receipt of any complaint. In addition to stating the nature and circumstances of the complaint, the complainant is strongly encouraged to state the remedial action they wish to be taken. If the complaint is about the Chief Operating Officer, the complaint should be addressed to the "Chair of Conciliation Resources" (marked Confidential). At this, and any subsequent, stage the complainant may be accompanied or supported by a friend, but not a legal representative.

You are also referred to Conciliation Resources Public Interest Disclosure Policy, which can be found on [this page](#) of our website, which provides alternative points for you to raise concerns. We would however encourage you to contact Conciliation Resources in the first instance to resolve any concerns you may have.

This is what Conciliation Resources will do

The Chief Operating Officer (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received and acknowledged. If the complaint is found to be justified, the Chief Operating Officer (or Chair) will agree any necessary further actions with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three members of the Board of Conciliation Resources, which will include at least one Honorary Officer (i.e. Chair or Treasurer). Any appeal must be lodged within 20 days from the date of the original findings of the complaint investigation being communicated in writing to the complainant. The appeal will be dealt with within 20 working days of receipt of the wish to appeal by the complainant.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further action is possible.

The Chief Operating Officer (or Chair) will keep the Board of Conciliation Resources informed of

the number and nature of complaints, and the outcomes on at least an annual basis.

If you have a complaint, contact:

Chief Operating Officer Conciliation Resources Burghley Yard, 106 Burghley Road London NW5 1AL

Tel: +44 7790 996 103

Email: cr@c-r.org

Other than the need to report a complaint to Conciliation Resources complainants may also deem it necessary, or be required to, report the issue through any of the following means.

Anonymous reporting

If you feel unable to associate yourself with a report, you are encouraged to present relevant information anonymously to the Chief Operating Officer by the following means:

- Via anonymous google form which can be found at <https://goo.gl/forms/BkskeAfcayzzMHSE2>
- Via email from an alternative & anonymous email address
- Via anonymous letter
- Via any other anonymous and confidential means

It is acknowledged that the ability to follow-up on such reports is extremely limited, both legally and practically. Conciliation Resources encourages the use of our informal and formal reporting methods outlined above wherever possible.

Regulatory reporting

Some incidents and reports of Bullying and Harassment, particularly those that involve a formal Grievance, Complaint or Disciplinary Procedure or that otherwise involve Serious Misconduct, may need to be reported to the Board of Trustees and various regulatory bodies.

The Chief Operating Officer will work with the Board to ensure that serious incident reporting requirements are complied with, following Charity Commission Guidance (<https://www.gov.uk/guidance/how-to-report-a-serious-incident-in-your-charity>)

External reporting

Staff, volunteers, board members and guests should not hesitate to bring incidents to the attention of local authorities when they feel that it is necessary and appropriate. Staff, volunteers, board members and guests must bring incidents to the attention of local authorities when required to do so by law.

Further external reporting may be necessary in some instances. Depending on the incident, the individual/s, the conditions and contractual relations, incidents and complaints may need to be reported to funders and consortium partners. The Chief Operating Officer will evaluate all Grievances and Complaints to determine whether they need to be reported to regulatory authorities. With the assistance of the relevant Department Director, the Chief Operating Officer will evaluate whether such incidents need to be reported to funders.

In all instances, care must be taken to ensure the rights of individuals.



Whistleblowing

Whilst Conciliation Resources asks all staff, volunteers, board members and guests to attempt resolution of incidents within the framework provided by the organisation, it is recognised that in some circumstances external awareness may need to be raised outside this framework. Conciliation Resources maintains a Public Interest Disclosure (Whistleblowing) Policy which can be found on The Hub (please see <http://hub.c-r.org/content/policies-and-guidelines>)

Charity employees can report concerns about certain categories of serious wrongdoing at their charity to the Charity Commission. The commission asks that whistleblowing reports are made in writing via the dedicated email address: whistleblowing@charitycommission.gsi.gov.uk.

February 2023