

Action on Climate Emergency (ACE) Settle and Area

Complaints Procedure

1. Statement

In campaigning and providing information, we aim to act to a standard acceptable to all. If we fail to do this we want to know about it. This will enable us to deal with the problem, but also to avoid it happening again.

This Complaints Procedure sets out how to take up matters you think are unsatisfactory about the way we have acted towards you. If you wish to make a complaint, you will be given a copy of this procedure.

2. Introduction

A complaint may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of ACE, which is under the control of the organisation, or volunteers.

Please note that if your complaint is about a member of ACE, that person will be informed of the complaint.

3. How to complain

ACE would like to resolve any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact ACE and, if you feel able, speak to the Voluntary Co-ordinator who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or require more than an informal solution, you may pursue a formal complaint. Write down your complaint and send it to:

Ian Orton, ACE Secretary, 39 Kings Mill Lane, Settle BD24 9FD.

4. What will we do on receiving your complaint?

- We will listen.
- We will record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid it happening again.

At all times, we will treat you with understanding and respect. All we ask is that you do the same for our volunteers and members.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which ACE is not directly responsible.

5. How long will it take to respond?

The Co-ordinator will acknowledge your complaint within 5 working days of receipt or the Secretary, if the complaint is about the Co-ordinator. We will then aim to respond to you with the results of our investigation within 10 working days. The response will summarise what investigation has been carried out and what action, if any, is proposed to resolve the matter.

Whenever possible, we will deal with your complaint more quickly. However, if we think it will take longer, we will let you know. If an in-depth investigation is needed, we will aim to provide our response within 20 working days.

If you are not satisfied with the outcome of the Co-ordinator's investigation, your complaint will be referred to a Complaints Panel of the Steering Group (comprising two officers plus two members of the Steering Group). Copies of all correspondence and all notes of investigations will be provided to this Panel.

The Panel will review the decision and response to the complaint and may seek further clarification from any of the parties involved. The Panel will then decide if your complaint is justified and, if so, any action to be taken. The Panel's decision is final; there is no further right of appeal for the complainant.

You will be notified of the Panel's decision and their reasons within 15 working days of the panel meeting. The Co-ordinator will ensure that records of the Panel's discussions are kept and that a Complaints Monitoring Form is completed. The Co-ordinator will ensure that the Panel's findings are reported to the next Steering Group meeting.

6. Recording and Monitoring Complaints

A record of all complaints and their resolutions will be maintained. The records will be confidential to the Steering Group.

7. Publicising the Procedure

A copy of this procedure will be placed on the ACE web site.

8. Ensuring the Effectiveness of the Procedure

The procedure will be reviewed annually and amendments will be proposed and agreed by the Steering Group.

RB/SW 27.6.23. Review: April 2024