



## **NORFOLK FARMING AND WILDLIFE ADVISORY GROUP**

### **COMPLIMENT AND COMPLAINT POLICY**

#### **1. Introduction**

Norfolk FWAG is committed to providing excellent service to its service users. We aim to work in an open and accountable manner that builds trust and respect. This is why we welcome feedback, both positive and negative, in order that we may learn and improve performance.

All staff are encouraged to consider compliments and complaints as opportunities to learn: compliments to extend good practice and complaints to mitigate risk and improve performance.

We are always pleased to receive positive feedback about our services and the work of individual members of staff who go the extra mile and we aim resolve complaints quickly, fairly and effectively.

Our intention is to fully investigate any complaints that we receive, learn from the findings, respond openly and honestly and implement change to ensure that any mistakes are rectified, and the chance of a repeat occurrence is diminished.

#### **2. Definitions**

In this policy, the following words and phrases have the following meanings:

Compliment – an expression of satisfaction with a service made about an individual member of staff, a service, a team or the charity as a whole.

Complaint – an expression of dissatisfaction with a service, whether justified or not, made about an individual member of staff, a service, a team or the charity as a whole, that requires a response.

Service user – includes any member organisation, client or other customer of the charity's activities, services, projects or divisions and all visitors to Norfolk FWAG premises.

Member of staff – includes any trustee, director, employee, worker, agency worker, apprentice, intern, volunteer, contractor or consultant employed or engaged by Norfolk FWAG.

#### **3. Feedback Framework**

Norfolk FWAG recognises that many complaints will be informal and anticipates that many of these can be satisfactorily resolved by discussion with the member of staff concerned at the time. Staff are asked to notify the team Manager as well as completing a Compliments and Complaints Form with detail of any complaint they receive, even those that are satisfactorily responded to and resolved at the time.

All members of staff should notify their team Manager of any compliment or complaint they receive, even those complaints that are apparently satisfactorily responded to at the time, confirming the nature of the feedback and any action taken.

For all formal complaints, or those not able to be resolved at the time, Norfolk FWAG follows a four stage complaints procedure:

Stage 1 – receipt of complaint, investigation by team Manager/Executive Director and response within 14 days of receipt.

Stage 2 – confirmation that complaint not resolved prompting meeting with an appointed employee and members of board of management.

Stage 3 – complainant still unhappy after stage 2 prompting matter to be referred to next board meeting.

Stage 4 – complainant still unhappy after stage 3, the matter will be referred to an independent enquiry panel.

#### **4. Complaints against members of staff**

When a written complaint is received against a member of staff, they will receive an anonymised copy of the complaint and will be informed of the support services available to them.

If the complaint involves misconduct of a member of staff that warrants investigation under disciplinary proceedings, or a criminal investigation, the complaints procedure will be suspended until those investigations are concluded and the complainant will be informed of the reasons for the delay

If a complaint involves a member of the senior management team, then the complaints procedure will be handled by the Executive Director and a Trustee will handle any final appeal stage.

If a complaint involves the Executive Director, then the complaints procedure will be handled by a Trustee and the Chair or Vice Chair of the Trustee Board, will handle any final appeal stage.

#### **5. Responsibilities**

Overall responsibility for this policy and its implementation lies with our Executive Director and Board of Trustees.

The Executive Director is authorised to use his/her discretion in the operation and implementation of this policy; subject to reporting any substantive changes to the Board of Trustees.

All members of staff must be aware of the requirements of the Compliments and Complaints Policy and follow the Complaints procedure when necessary.

Norfolk FWAG will review compliment and complaint information on an at least annual basis to identify patterns, ensure learning and mitigate risk.

The Policy Manager is and can be contacted as follows:

Sallyanne Brock: [sallyanne@norfolkfwag.co.uk](mailto:sallyanne@norfolkfwag.co.uk)

### **Data Protection**

In the implementation of this policy, the Company may process personal data and/or special category personal data collected in accordance with its GDPR and data protection policy. Data collected from the point at which this policy is invoked will only inform the Company for the benefit of implementing this policy. All data is held securely and accessed by, and disclosed to, individuals only for the purposes of this policy.

Inappropriate access or disclosure of personal data constitutes a data breach and should be reported in accordance with the Company's GDPR and data protection policy immediately. For current employees this conduct may amount to a gross misconduct offence under Norfolk NFWAG's disciplinary procedure and could lead to summary dismissal; if you have a different relationship with Norfolk FWAG following investigation this may be terminated and even if your involvement with Norfolk FWAG is no longer current we may consider taking legal action.