

# Canterbury & District Neighbourhood Watch Association

## Complaints Procedure

### Introduction & Purpose

Canterbury & District Neighbourhood Watch Association (C&DNHWA) is a registered charity managed wholly by volunteers. Our Committee is, none-the-less, dedicated to providing a quality service to the Membership. Listening to the views, suggestions and comments of those involved with NHW is an important part of our work. Whilst we would always endeavour to perform to the satisfaction of our Members we are mindful that things can, from time to time, go wrong and we acknowledge the right of Members to complain if they consider that service has fallen below the expected standard. The following procedure details the provisions made to handle complaints made by Association Members or third parties that have a valid relationship with C&DNHWA.

### Complaints Procedure

1. A complaint should always concern a particular action. Both an 'act' and an 'omission' (believed to have been improper) can constitute an action. The latter applies when it is believed that C&DNHWA should have done something but have neglected to do so. Dependent upon the wishes of the complainant, and/or the perceived seriousness of the complaint, the matter may either be addressed informally or by way of a formal complaint made under this procedure.
2. All complaints will be taken seriously.
3. Complaints can be made in person, by phone, by letter or email. They can be addressed to any member of the Committee or to C&DNHWA via its 'Contact Us' facility on the website <http://www.ucanpreventcrime.co.uk/NHW/index.html>
4. C&DNHWA may reasonably ask for any complaint to be put in writing to assist investigation.
5. Anonymous complaints can be extremely difficult to investigate thoroughly and cannot, therefore, be accepted.
6. In most cases the Chair of C&DNHWA will immediately be informed of a properly submitted complaint and will arrange for it to be allocated to an appropriate officer for investigation. If the complaint alleges improper behaviour by the Chair the matter will be referred to the Vice Chair for action.
7. C&DNHWA will acknowledge receipt of a properly submitted complaint by return and inform the complainant of the officer dealing with the matter.
8. All properly submitted complaints made to C&DNHWA will be dealt with promptly, with discretion and in confidence.

9. Following receipt of a complaint C&DNHWA will either aim to respond fully (in writing) to the complainant within 10 working days or advise, as soon as possible, if this timescale cannot be achieved, in which case reasons for the delay and an expected date for resolution will be given.
10. If, at the conclusion of investigation the complainant is dissatisfied with any aspect of the formal procedure, or the resolution offered, the matter may be referred to the Chair or Vice Chair of The Kent Neighbourhood Watch Group.
11. Nothing in this procedure prevents a complainant from raising issues of concern directly with the Charities Commission.
12. C&DNHWA will publish information about the number of complaints received, and the percentage of complaints upheld, in its Trustees Annual Report.