



# MENTER BRO OGWR

## COMPLAINTS PROCEDURE

### Menter Bro Ogwr

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**1. REGARDING THIS PROCEDURE**

1.1 Most complaints can be resolved quickly and informally through discussion with the Chief Officer. If this fails to resolve the problem, you should follow the formal procedure identified below.

1.2 This policy only applies to employees and workers.

**2. STAGE 1: WRITTEN COMPLAINT**

2.1 You should note your complaint in writing and present it to the Chief Officer. If your complaint relates to the Chief Officer, you can present it to a member of the Board.

2.2 The written complaint should note the nature of the complaint, including any relevant facts, dates and names of individuals it relates to so we can investigate it.

**3. STAGE 2: MEETING**

3.1 We will arrange a meeting to discuss the complaint, usually within 10 days of receiving your written complaint. You should make every effort to attend the meeting.

3.2 You may bring a companion to the meeting to discuss the complaint if you make a reasonable application beforehand, informing us of the name of the person who will be accompanying you. The companion may be a colleague, who will be given reasonable paid time away from work to accompany you.

3.3 If it is not possible for you or your companion to attend the meeting at the stated time, you should inform us as soon as possible and we shall endeavour, within reason, to agree another time.

3.4 We may postpone the meeting if further enquiries need to be undertaken, following which the meeting will usually reconvene.

3.5 We will write to you, usually within 10 days of the date of the last meeting to discuss the complaint, to confirm our decision and to inform you of any further steps we intend to take to resolve the complaint. We will also inform you of your right to appeal.

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#### 4. STAGE 3: APPEALS

- 4.1 Shall the complaint, in your opinion, not be satisfactory resolved, you may appeal in writing to a member of the Board, fully stating your reasons for appealing, within a week of the date the decision was sent or given to you.
- 4.2 We will hold an appeal meeting, usually within a fortnight within receiving the appeal. An unbiased person will deal with the proceedings - a person who has not previously been involved in the proceedings. You may bring a companion.
- 4.3 We will confirm our final decision in writing, usually within 10 days from the date of the appeal hearing. You have no further right of appeal.

This policy is annually reviewed by the Management Committee.

Reviewed and agreed by Menter Bro Ogwr Management Committee on 9<sup>th</sup> September 2020.

This Policy will be reviewed next on 7<sup>th</sup> September 2021.

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