

Name of policy	Complaints Policy
Last updated	March 2021
Update interval	Annual
Authorised sign-off	BOT



Cyan Complaints policy

Cyan is committed to delivering a high standard of service to anyone who engages with our work. We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

1. Purpose

We aim to address any issues or concerns, promptly and carefully as they arise. It is our intention to learn from experience so that there will be no similar cause for complaint in future.

This policy aims to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedures so that people know how to contact us to make a complaint
- To make sure everyone at Cyan knows what to do if a complaint is received
- To make sure that all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

2. Organisational commitment

The organisation expects staff at all levels to be committed to fair, effective and efficient complaint handling.

3. Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Cyan. As well as complaints being made directly to Cyan, remember that some complaints (or at least negative comments) may be made on social media.

Complaints may come from any person or organisation who has any interaction with Cyan. A complaint can be received in person, by phone, email, letter or on social media.

4. Confidentiality

All complaint information will be handled sensitively, informing only those who need to know whilst following any relevant data protection requirements.

5. Responsibility

Overall responsibility for this policy and its implementation lies with the Cyan Board of Trustees.

6. Review

This policy is reviewed by the Board of Trustees annually and updated as required.

All significant complaints are reviewed at monthly senior management meetings to ensure they have been satisfactorily handled, and any training needs or operational or procedural changes identified and acted upon. An annual report is made to the Board.

This policy does not cover complaints from UK and overseas personnel, who should use Cyan's Discipline and Grievance policies.

Complaints Procedure – Cyan

Publicised contact details for complaints:

Written complaints may be sent to Cyan at:

Complaints
Cyan
129 Broadway
Didcot
Oxfordshire
OX11 8XD

By email at: kstan@cyanint.org

Verbal complaints may be made in the first instance to any member of Cyan staff. Alternatively you can ask to speak directly to the Executive Administrator within the Chief Executive Department, whose responsibility it is to log any complaints on the Complaints log.

1. Resolving complaints - the three stages of complaint handling

Stage 1
Frontline complaint handling and
early resolution of complaints

Stage 2
Internal assessment and
investigation of complaint

Stage 3
Escalation of complaint to Chief
Executive or Chair of Trustees for
further assessment or investigation

1.1 Stage 1 - Early resolution

Where possible, complaints will be resolved at first contact with us and/ or by the person responsible for the issue. When appropriate, we may offer an explanation or apology to the person making the complaint.

We will ensure that any information is recorded in a systematic way so that if necessary, this can be easily retrieved for reporting and analysis by management and the Board of Trustees.

If the complaint is made in person or over the phone the staff member will:

- Write down the facts of the complaint and clarify with the complainant, in so far as is practicable, that the written summary accurately reflects the nature of the complaint.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.
- Take the complainant's name, address and telephone number.
- Note down the nature of the complainant's interaction with Cyan.
- Advise the complainant that we have a complaints procedure and how to access a copy of it – either on the BMS website or by us mailing a copy to them.
- Advise the complainant what will happen next and how long it will take.

Whether or not the complaint has been resolved, the complaint information should be passed to the Executive Administrator within two working days. On receiving this information, the Executive Administrator will record it in the Complaints log.

We will acknowledge receipt of each complaint promptly, and preferably within five working days.

Consideration will be given to the most appropriate medium (e.g. email, letter) for communicating with the person making the complaint.

1.2 Stage 2 – Assign, assess and investigate

Where an early resolution is not possible, the Executive Administrator will pass the complaint to a more senior member of staff within the organisation to assess and investigate the complaint further with the aim of coming to a resolution with the complainant.

If the complaint relates to a specific person, they should be informed and given an opportunity to respond.

We will keep the complainant up to date on any progress, particularly if there are any delays. Complainants should receive a definitive reply within four weeks. We will communicate the outcome to the complaint, including the reasons for the decision using the most appropriate medium. This may also

include any remedies or resolutions we have put in place to avoid such complaints being made in the future.

1.3 Stage 3 – escalating complaints further

In the event where the complainant is dissatisfied with the outcome of the review of their complaint, they may request that this is escalated. In this instance, the Chief Executive (or Chair of Trustees in the case the complaint is with regard to the Chief Executive) will undertake further assessment and investigation. This may involve reviewing the paperwork of the case and speaking with the people who dealt with the complaint at Stages 1 and 2. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The people who dealt with the original complaint at Stages 1 and 2 should also be kept informed of what is happening.

Complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

2. Reporting to external bodies

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx

If your complaint concerns some aspect of the way that our charity fundraises, you may contact the independent Fundraising Regulator at: www.fundraisingregulator.org.uk/complaints

Variation of the complaints procedure

The Board may vary the procedure for good reason. This may be necessary should there be a conflict of interest.

Monitoring and learning from complaints

Complaints are reviewed annually by the Board of Trustees to identify any trends which may indicate a need to take further action.