



Complaints Procedure

This policy was reviewed and approved by the Management committee at the AGM on April 24th 2023

It will be reviewed in 2026

You should follow this procedure if you are a neighbour who has received a service from the Good Neighbours Scheme; or on behalf of such a person, who has asked you to do so; or you are a Good Neighbours volunteer, and you have a complaint about any aspect of our service. If the matter is more serious and has made you feel unsafe, so that you wish to speak to someone independent of the Good Neighbours Scheme, please ring 0800137915 and ask to speak to someone from the safeguarding team.

The Ivers Good Neighbours Scheme aims to treat everyone with dignity and respect and to be friendly and professional in the way we do things. We hope that in any dispute the people concerned can resolve the matter informally.

In the unlikely event you need to make a complaint about any aspect of the service, we would ask you to get in touch as soon as possible with the Chair of IGNS, who will record your complaint and ensure that action is taken to resolve the matter quickly. Any complaint will be considered carefully and investigated fully in a confidential manner.

If it is not possible, or appropriate, to speak to the Chair, we will inform you of who will be responsible for looking into the complaint and we aim to keep you informed of progress until the matter is closed. Complaints referred to the Chair will be considered by the Chair and one other member of the Committee.

The Chair will acknowledge receipt of the complaint within seven days and will inform the Scheme's committee.

The Chair will discuss the complaint with you to agree how it can be resolved. You have the right to explain the complaint in person to the Chair and Committee member and be accompanied for support.

Usually, the complaint should be dealt with within 21 days and the Chair will write to you to confirm the outcome, following discussion with the other member of the Committee.

Any complaints about the Chair will be considered by two other members of the Committee not previously involved in the complaint.

The Chair will keep a record of all complaints made to the scheme, including how these complaints were dealt with and how they were resolved.

If after this you still feel your issue hasn't been satisfactorily dealt with, we will be able to refer you to an independent adjudicator, who will aim to resolve the matter quickly and amicably.