

LOCKSIDE COMPLAINTS POLICY

The purpose of this policy is to offer an avenue of redress and ensure complaints are resolved appropriately. To identify procedures that can be put into place to reduce the risk of complaints from occurring again. To ensure support and information is provided where needed.

Our Commitment:

Lockside WI is committed to ensuring complaints are dealt with professionally, appropriately and in a timely manner. All complaints will be handled in accordance with the following standards:

- Complaints will be treated seriously and managed in a fair and transparent way.
- All those involved in a complaint will be treated with respect, in line with the organisation's NFWI values, at all times during the complaints process.
- Complaints will be responded to in a timely manner in accordance with this policy.
- Complaints will be kept confidential as far as possible and where this is not possible those involved will be notified.
- Complaints will be handled without discrimination or judgement and those received from members and non-members will be treated equally and with objectivity.
- Responsibility for the effective management of complaints rests at the Committee level of Lockside WI.

Scope:

Where a matter is unable to be resolved informally and a formal complaint is made, this policy should be followed. This policy applies to anyone wishing to make a formal complaint.

Your complaint will be dealt with by a designated complaints officer. Please let us know if you would like help on how to make a complaint.

All complaints must be made as soon as possible in writing to the complaints officer. This can be done by either by filling out the Lockside WI Complaints form, located below, and returning this via email or post; or by writing directly to locksidewi@gmail.com . If you require us to send you a complaints form, please contact us via the following link: <https://locksidewi.wixsite.com/locksidewi/contact>

You will receive an acknowledgment in writing within ten working days of receipt where possible.

Some complaints may require an investigation to be carried out at WI, federation or NFWI level. This may be for the following reasons:

To source further information about the complaint. To obtain evidence relating to the complaint. To talk to relevant people about the complaint.

The person who has made the complaint will be informed that an investigation is going to take place, the purpose of the investigation, who will be carrying out the investigation and the timescales. The outcome of the investigation will be documented.

You will receive a written response explaining the decision and outcome within eight weeks of receipt where possible.

If your complaint mentions all of the officers of the Lockside WI Committee, your complaint will go straight to the federation NFWI.

If you do not agree with the final outcome of the investigation into your complaint, the matter will be passed to the federation, NFWI Membership and Engagement Team.

LOCKSIDE COMPLAINTS FORM

Please complete the details below and return this form to the Lockside complaints officer
If you have any supporting documentation, please include this.

If you would like help in completing this form, please let us know.

1. Name:
2. Please tell us the best way to contact you eg, postal address, email address, telephone number:
3. Are you a member of a WI, if so, please give your branch:
4. Please tell us the nature of the complaint e.g. discrimination, bullying:
5. Please tell us about the key elements of your complaint:
6. If you know the outcome you would like from the complaints process, please tell us what this is:

All complaints will be handled confidentially and in accordance with applicable data protection legislation. You have the right to contact the Information Commissioner's Office (ICO) about data protection matters. For more information about data protection, please contact dataprotection@nfwl.org.uk.