



Bringing The Community Together

Charity number 1162038

Complaint procedure

This procedure will be reviewed annually or when guidance or legislation changes. Nechells POD continuously develops both policies and procedures to ensure it meets the requirements of the law, the registration authority and good practice.

Review date	June 2026
Next review date	June 2027
Reviewed by	Jo Corkery (External HR Consultant)

General Overview

A complaint is defined as ‘ any verbal or written dissatisfaction received whilst engaged in any activity or engagement with Nechells POD that has been unresolved by our team when an issued has been raised.

This document explained how we will manage complaints regarding conduct or standard of service. Our aim is to create a safe and welcoming environment where everyone feels respected, listen to, cared for and valued whenever you interact with our charity.

Who do I approach if I need to raise a complaint?

It is your responsibility to let us know if you are unhappy with any conduct or the level of service you have experience please let us know about it. We will listen to your concerns and take the matter seriously.

Informal complaint

Often matters can be resolved informally, so please speak to a member of our team in the first instance and at the earliest opportunity, to give us the opportunity to quickly rectify the issue.

Formal complaint

If any conduct or standard of service does not meet the level of care we aim to deliver and you are dissatisfied, please contact our Project Manager who is here to help, to fully understand where the issue lies and to resolve the matter. Contact details are listed at the bottom of this page.

Procedure for complaints

Complaints should be made as soon as possible and no later than three months after the date of the incident. Delays could affect our ability to review your complaint and we may decide not to investigate your complaint.

If someone is complaining on your behalf, we will require your consent to pursue the complaint.

It is helpful to have the details of your complaint in writing, outlining the details of the complaint, what you think went wrong, what resolution you would like to see and any impact the complaint had on you. We will acknowledge your complaint in writing.

Following this, we will commence an internal investigation to establish the facts and to ensure your complaint is dealt with fairly.

We aim to complete this within 30 days, however if the problem is complex or more time is required, we will advise you in writing.

Once the investigation has been completed we will clearly explain our conclusion, acknowledge any mistakes, explaining what happened and how we have rectified the matter and outline improvement that have been made to avoid future issues.

Appeal procedure

If you are not happy with the way the complaint was handled, please write to the Chair of Trustees within 10 working days.

The Chair of Trustees will either look at the matter or allocate a Trustee to review the details including our response, that all details regarding the complaint were considered, the matter has been resolved, and that the overall decision was fair based on the evidence provided.

Compliments

Our team work hard to make your experience with Nechells POD a positive one so please feel free to feedback to us whenever our team or the level of service you received has gone beyond your expectation. You can do this by emailing contact@nechellspod.co.uk or call 0121 681 2173.

Please approach the Project Manager if you have any questions about this policy.