

Complaints Policy

This policy document will apply to CommUNITY Barnet and all its subsidiary organisations including Healthwatch Newham, Barnet Wellbeing Service, Enfield Connections, Young People Thrive, Brent HEPS, Barnet Friends, Traded Services which will be collectively referred to in this document as CommUNITY Barnet.

The Formal Complaint Procedure

Formal complaints should be made in writing, to the CEO at:

Julie Pal – CEO
 Seeds Hub
 Empire Way
 Wembley, HA9 0RJ

Complainants should include factual details such as relevant date and time, location, and other circumstances of the incident/matter they wish to raise.

Where the complaint concerns the CEO, it should be made in writing to the Chair of the Board of Trustees to formulate a response.

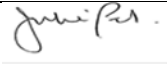
Response

All complaints will be acknowledged in writing within five working days after the day the complaint is received.

The complaint will then be investigated and will normally receive a response within 12 weeks of the date of the complaint.

All investigations will be conducted confidentially and any findings, records and documents will be held in accordance with our data protection policy.

Policy Review

Review date:	Reviewed 10 th January 2023
Name:	Julie Pal
Signed:	
Next review due:	10 th January 2025