**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

24 Hendon Lane

London

N3 1SA

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 with be held in accordance with our data protection policy.

**Policy Review**

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| Review date: | Reviewed 1st April 2025 |
| Name: | Julie Pal |
| Signed: |  |
| Next review due: | 1st April 2027 |