

COMPLAINTS PROCEDURE

Introduction

The Whitehall & Industry Group (WIG) is committed to providing a high-quality service, but we recognise that things sometimes go wrong. We are keen to learn lessons and ensure mistakes are not repeated. We are also keen to ensure that our staff can raise a complaint in the unlikely event that they encounter unacceptable behaviour during their work. This policy is intended to set out our procedure for handling complaints to ensure a successful resolution.

WIG's complaints process

A complaint is defined as an expression of dissatisfaction:

- By a stakeholder in relation to WIG, any services or information we provide, and/or the behaviour of any member of staff;
- By a stakeholder in relation to the conduct of another WIG stakeholder in a WIG setting; or
- By a WIG member of staff in relation to the behaviour of a stakeholder.

There are several stages in our complaints process. At each stage of the process, WIG can be contacted:

- By e-mail at info@wig.co.uk. E-mails should be marked "Private complaint" and make clear who is being addressed; or
- By post at The Whitehall & Industry Group, 80 Petty France, London, SW1H 9EX. Letters should be marked "Private" and addressed to the appropriate individual as outlined below.

Stage 1: Informal resolution

The complainant should speak to the individual(s) involved or their line manager to try to resolve the complaint informally. The individual involved will give you their line manager's details if you ask. WIG members can choose to discuss their complaint with their WIG relationship manager or, if their complaint relates to the relationship manager, with the Head of Membership.

If a WIG staff member has a complaint about a stakeholder, they should let their line manager know. They can speak directly to the stakeholder to attempt to resolve the complaint, with or without their line manager present as they wish, or they can ask their line manager to speak to the stakeholder if that would be more appropriate.

Stage 2: Register a formal complaint

If the complainant is not satisfied with the outcome of Stage 1, they should register a formal complaint by writing to WIG's Chief Operating Officer. If the complaint relates to the Chief Operating Officer, it should be directed to WIG's Chief Executive Officer.

Complaints relating to the Chief Executive Officer or trustees should be directed to WIG's Chair, and if a complaint relates to the Chair, it should be directed to another trustee.

The formal complaint should state clearly and briefly:

- What went wrong, when and where it happened, and who was involved;
- What the complainant wants from their complaint; and
- The complainant's name, address and contact details (telephone and/or e-mail).

A complaint will be acknowledged within five working days from the date it is received, with information about who will be investigating the complaint. A complete response to the complaint will be sent within 20 working days from the start of the investigation by the person appointed to investigate the complaint.

The response will include:

- Details of the investigation;
- The redress which will be offered; and
- Any other action that may be taken in light of the complaint.

If it is not possible to provide a complete answer to a complaint within 20 working days, WIG will explain why in writing and give a date by which the investigation is expected to be complete and a response sent.

Stage 3: Appeal

If the complainant is not satisfied with the response to their complaint, they can outline the reasons for their dissatisfaction to WIG's Chief Executive Officer. If the complaint is related to the Chief Executive Officer, the complainant can raise their concerns with the Chair of WIG's board of trustees.

A written acknowledgement will be sent within five working days of receiving the complaint. The complaint and response will be re-investigated, and a final response will be sent within 20 working days.

Confidentiality and complaints

All complaints received will be dealt with confidentially and in accordance with data protection legislation. WIG will log all formal complaints received to monitor service delivery and learn lessons.

Other complaint procedures

Suspensions of illegal activity should be reported to the police on 101.

The Charity Commission is the independent government department that registers and regulates charities in England and Wales. Their role is to ensure that the public can support charities with confidence. You can find out what complaints they will deal with regarding a charity here: www.gov.uk/complain-about-charity