**Calderdale Badger Protection Group**

**Internal and External Complaints Policy and Procedures**

Aims

- *To ensure that making a complaint is as easy as possible*
- *To ensure complaints are treated seriously, fairly and consistently*
- *To ensure any complaint is dealt with in a timely manner and in confidence*
- *To learn from any complaints and use feedback to review and improve our service*

In order to protect the interests of the members we will:

- Inform members, and the public where requested, of the complaints' procedure.
- Encourage members to make us aware of any issues they may have.
- Document and address any complaint in a confidential manner.
- Acknowledge receipt of a complaint within an appropriate time-frame.
- Treat complaints fairly and seriously.
- Involve all relevant parties in dealing with the complaint.
- Have a staged complaints procedure.
- Attempt to resolve any issues quickly, ethically and fairly.
- Monitor complaints to inform quality improvement.

This policy will be reviewed every 12 months. It may also be updated as part of ongoing improvement activities and revised, when necessary, in response to feedback and changes in practices.

**External Complaints Procedure: Staged**

Members of the public, external agencies and businesses, have the right to make a complaint against C.B.P.G. or a member thereof.

1. A complaint is received by the group and the Committee is notified.

2. Members of the Committee meet to review the complaint as quickly as possible and ensure it is fully understood, and to see if it can be resolved informally.

3. Should the Committee find that there would be a conflict of interest if they were to manage the complaint then they may delegate the complaint management to an independent person or persons.

4. The Committee appoints a member to the committee to gather information about the complaint and seek information from any parties concerned. If a verbal complaint has been received, request that it is put in writing. Ensure any witness statements received are also documented. In the event that the Committee has delegated management then the delegate will take the role of information gathering.

5. The Committee or delegate assesses the information and decides on an appropriate course of action.

6. The named Committee member or delegate informs all parties of the outcome. This may include further meetings with the parties involved, if appropriate.

7. If the complaint cannot be resolved then The Badger Trust will be contacted for next steps at: staff@badgertrust.org.uk

**Internal Complaints Procedure: Staged**

1. A complaint is received by the committee. Members of the committee meet to review the complaint as quickly as possible and ensure it is fully understood, and to see if it can be resolved informally.

2. Should the Committee find that there would be a conflict of interest if they were to manage the complaint then they may delegate the complaint management to an independent person or persons.

3. The Committee appoints a named committee member to gather information from all the parties involved. In the event that the Committee has delegated management then the delegate will take the role of information gathering.

4. The named Committee member or delegate contacts each party involved in the complaint individually, to gather information regarding the concern. Parties are informed of a Committee meeting to review the matter.

5. The named Committee member or delegate collates all information and makes it available to the Committee at the time of the Committee meeting.

6. The Committee or delegate assesses the information and decides on an appropriate course of action. This may include further meetings with the parties involved, if appropriate.

7. The named Committee member or delegate informs all parties of the outcome.

8. Once an outcome has been reached, each party has a length of time, agreed by the Committee, to submit an appeal via the named Committee member or delegate.

9. If the complaint cannot be resolved then The Badger Trust will be contacted for next steps at: staff@badgertrust.org.uk