**NORTHWICH COMMUNITY SUPPORT (NCS)**

**Complaints/Grievance policy.**

Any complaint or grievance must be reported to either the Hub team leader or trustee. The Hub leader / trustee will try to resolve the complaint/ grievance verbally with all parties and will try to finding a mutually satisfactory resolution. If the complaint or grievance has not been resolved to all parties’ satisfaction. The complaint/ grievance must be made in writing and sent to the Compliance Officer.

NCS does not tolerate any form of bullying, harassment and discrimination and takes all allegations seriously whether they are one of the characteristics protected by law (e.g. age, disability, gender identity, race, sex, sexual orientation) or not. Everyone should feel they are treated fairly where issues have been identified.

There is no restriction on what a complainant may raise as a grievance. Anyone who feels they have a cause to be dissatisfied is expected to:-

* Allow a short period of reflection before deciding on a course of action
* Try to resolve the issue themselves.

Complaints must be raised without unreasonable delay and normally within 7days of the issue or incident which forms the basis of the complaint.

All complaints should be dealt with promptly, transparently, fairly and consistently.

Once a written complaint has been received. The Compliance Officer (CO) will follow the Grievance procedure which consists of four stages:-

* Complaint must be in writing.
* The CO will investigate/ interview as appropriate.
* The CO will advise on the outcome/ proposed action to be taken to the Chairman.
* If Chairman supports the action. It is communicated to the complainants. If the Chairman is not in support he/she may decide on an alternative course of action.
* If the Complainant is not satisfied with the decision of the (CO) or Chairman. They have the Right of Appeal to Board of Trustees. Only those Trustees not involved in the investigation may take part in the appeal. The Board of Trustees decision is final.

Where a grievance has been upheld and potential misconduct has been identified NCS will always consider whether disciplinary action should be taken.

**Scope of the policy**

This policy and its related procedures apply to all complaints.