



Garden Regeneration Over Ward Community Association, Registered Charity 1091285.

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## Complaints, Grievances and Remedial Actions Procedure

'GROW' is a small charity operating in Knutsford but nevertheless has a large number of diverse stakeholders; this procedure applies to all of them albeit in different ways. The stakeholders are:

- Volunteers
- Beneficiaries
- Coordinators (self-employed contractors)
- Trustees
- Funders
- Corporate Patron
- Local Social Housing Providers
- Local Government (Town and Borough)
- Charity Commission

It is envisaged that a complaint or grievance will fall into one of the following broad categories:

- Operational e.g. standard of delivered work
- Behavioural
- Governance e.g. Financial / Reporting / Ways of Working

Whilst there will be some occasions when it may not be appropriate or possible, in many instances matters may be best resolved by a friendly discussion between the parties involved. When this doesn't work a formal approach as detailed below should be followed. (If the issue is with the Chairman the Vice-Chairman should be substituted.)

A range of possible potential Remedial Actions are tabled towards the end of this procedure.

In all instances 'Beneficiary' or 'Volunteer' is deemed to include 'or the person who speaks for them'.

Taking each of the categories above:

**Operational e.g. standard of delivered work**

<b>Initiator</b>	<b>About</b>	<b>Primary Contact</b>	<b>Escalate to (in writing)</b>
Beneficiary	Volunteer	Coordinator	Volunteer Manager
Volunteer	Volunteer	Coordinator	Volunteer Manager
Coordinator	Volunteer	Other Coordinator	Volunteer Manager
Beneficiary	Coordinator	Contractors' Relationships Manager	Chairman
Volunteer	Coordinator	Contractors' Relationships Manager	Chairman
Coordinator	Other Coordinator	Contractors' Relationships Manager	Chairman
Contractors' Relationships Manager	Coordinator	Chairman	Board
Trustee	Trustee	Chairman	Board
All others	Any	Chairman	Board

Primary refer points should use their discretion as to the level of formality of their fact-finding investigations. In all instances the findings and resulting actions should be documented and shared with all parties with a copy (once agreed) passed to the Secretary for archiving. Escalation points should offer the 'About' person the opportunity to have a friend accompany them (but ordinarily not speak for them unless they do so generally e.g. the 'About' person has Adult Learning Difficulties).

## Behavioural

At all times all Primary and Escalation Points should consider whether bullying has happened or is alleged; if so a formal rather than informal approach should be adopted and potentially more serious remedial actions considered and documented.

<b>Initiator</b>	<b>About</b>	<b>Primary Contact</b>	<b>Escalate to (in writing)</b>
Beneficiary	Volunteer	Coordinator	Volunteer Manager
Volunteer	Volunteer	Coordinator	Volunteer Manager
Coordinator	Volunteer	Volunteer Manager	Chairman
Beneficiary	Coordinator	Contractors' Relationships Manager	Chairman
Volunteer	Coordinator	Contractors' Relationships Manager	Chairman
Coordinator	Other Coordinator	Contractors' Relationships Manager	Chairman
Contractors' Relationships Manager	Coordinator	Chairman	Board
Trustee	Trustee	Chairman	Board
All others	Any	Chairman	Board

Primary refer points should use their discretion as to the level of formality of their fact-finding investigations (except for Bullying). In all instances the findings and resulting actions should be documented and shared with all parties with a copy (once agreed) passed to the Secretary for archiving. Escalation points should offer the 'About' person the opportunity to have a friend accompany them (but ordinarily not speak for them unless they do so generally e.g. the 'About' person has Adult Learning Difficulties).

## Governance e.g. Financial / Reporting / Ways of Working

<b>Initiator</b>	<b>Primary Contact</b>	<b>Escalate to (in writing)</b>
Beneficiary	Volunteer Manager	Chairman
Volunteer	Volunteer Manager	Chairman
Coordinator	Contractors' Relationships Manager	Chairman
Trustee	Chairman	Board
Funders	Primary contact named in Grant application	Chairman
Corporate Patron	Chairman	Board
Local Social Housing Providers	Chairman	Board
Local Government (Town and Borough)	Chairman	Board
Charity Commission	Named formal contact point	Board

Primary refer points should use their discretion as to the level of formality of their fact-finding investigations. In some instances it may just be an explanation of an existing policy or Board decision. Others instances may be more serious and could impact the Charity greatly either reputational or legally. As such all should be progressed at speed albeit diligently. In all instances the findings and resulting actions should be documented and passed to the Secretary for archiving. Escalation points should offer the 'Initiator' person the opportunity to have a friend accompany them (but ordinarily not speak for them unless they do so generally e.g. the 'About' person has Adult Learning Difficulties).

## **Remedial Actions**

Once investigations are complete or even if an informal route has been appropriate it is likely some form of Remedial Action is likely to be needed to put things right and stop the mater being repeated or being perceived as getting worse.

The following list is not exhaustive and N.B. some could not happen without a Board Resolution but is given as a 'pick list' of examples which Primary Contact and Escalation Points could consider when seeking effective resolutions:

- Switch Volunteer / Beneficiary to different Coordinator
- Stop service delivery for a specific Beneficiary
- Training / Retraining / Extra Support
- Give contractual notice
- Terminate contract without notice
- Ask Trustee to consider their position
- AGM resolution
- SGM resolution
- Report to Charity Commission / HMRC

Agreed by Board on 15<sup>th</sup> August 2024

Review due annually