

## **Complaints Policy**

This policy will apply to CommUNITY Barnet and all its subsidiary organisations including Healthwatch Barnet, Healthwatch Brent, Healthwatch Newham, Volunteer Centre, and Wellbeing Hub; which will be collectively referred to in this page as CommUNITY Barnet.

### **The Formal Complaint Procedure**

Formal complaints should be made in writing, to the CEO at:

Julie Pal – CEO  
CommUNITY Barnet  
Barnet House  
First Floor, 1255 High Rd  
London N20 0EJ

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 complainant 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 will be held in accordance to our data protection policy.

### **Procedure Authorisation and Adoption**

Adoption date: 30/08/2018

Reviewer: Julie Pal

Review Date: 30/08/2019