

Policy Group	Staff		
Procedure No.	5.2	Written by	
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5.2 Complaints Procedure

5.2.1 Aims

To ensure that KCSC service users know how to make a complaint concerning either the Social Council's organisational practice, or the conduct of an individual employee.

To ensure that KCSC employees know how complaints received by the Social Council will be investigated and responded to, and if the obligations to undertake this work lie within the organisation.

5.2.2 Procedure

- The complaint should be made directly to the CEO, except if the complaint concerns the conduct of the CEO, in which case the complaint should be made directly to the Chair of the Board of Trustees whose contact details are: chair@kcsc.org.uk.
- Complaints can be made by telephone, email or in writing. The CEO, or the Chair (see above), will normally acknowledge receipt of the complaint in writing within 10 working days. The CEO or the Chair may nominate an alternative person to reply to the complaint on their behalf. Complaints will always be brought to the attention of the Board of Trustees, either at the next scheduled Board meeting or beforehand, depending upon the nature and seriousness of the complaint.
- The CEO, or Chair, will investigate the complaint and inform the complainant of the results of the investigation in writing as soon as possible, usually within 20 working days of receipt of the complaint. If the investigation will persist for more than 20 working days after receipt of the complaint the CEO, or the Chair, will advise the complainant of this in writing.
- If appropriate KCSC will formally apologise in writing to the complainant. This letter will be signed by the Chair of the Board
- The CEO will keep a record of all complaints made to KCSC, including how they were dealt with and resolved. The outcome of each complaint will be reported back to the Board of Trustees at the next scheduled Board meeting or beforehand, depending upon the nature and seriousness of the complaint
- If the outcome of an investigation requires review of KCSC policy, procedure and/or practice this will be undertaken within a timescale and framework agreed by the CEO and the Board of Trustees.

5.2.3 Appeal

If the complainant is not happy with the result of the investigation they have the right to appeal. The appeal may be presented in writing or in person as the complainant chooses, either to the Chair of KCSC if the original complaint was made to the CEO, or to the Board of Trustees if the original complaint was made to the Chair. In either case the Board of Trustees will appoint a sub-committee to consider the appeal, and provide the complainant with a final written response within 20 working days of the appeal being received. Should more time be required to convene the sub-committee, the complainant will be notified.