CERA CYCLOAN
CREATE | ENGAGE | REPAIR | ACHIEVE

Complaints policy and procedure.

Cycloan Education and Restorative Approaches Ltd (CERA) is committed to providing a quality service for all individuals, working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, customers and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right, in a timely manner.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and, when appropriate, confidentially;
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly;
- Keep matters low-key;
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed:

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

CERA's responsibility will be to:

Cycloan Education & Restorative Approaches Ltd
Swallow mill Business Centre, Swallow Street
Higher Hillgate, Stockport SK1 3HJ.
0161 474 0990
www.ceracycloan.co.uk

Registered in England Number: 8974225

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint;
- Take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing, to CERA's attention normally within 8 weeks of the issue arising;
- Raise concerns promptly and directly with a member of the management team in CERA.
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow CERA a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond CERA's control.

Responsibility for Action: All Staff, Volunteers and Trustees of CERA.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and CERA maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: Trustees of CERA will receive annually an anonymised report of complaints made and their resolution.

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Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to a member of the management team, so that he or she has a chance to put things right. If your complaint concerns a Trustee of CERA, rather than a member of CERA's staff, you should write formally to the individual concerned. In your letter you should set out the details of your complaint, the consequences for you as a result, and the resolution you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days.

If you are unsure which member of CERA's staff to write to, your complaint should be sent to Donna Higgins or Brian Pendlebury Directors of CERA Ltd.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to CERA's Management Board and ask for your complaint and the response to be reviewed. You can expect the Board to acknowledge your request within 4 working days of receipt and a response within 15 workings days.

CERA's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: .....

Signed: .....

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