

Buzzworks Association Hitchin

Complaints Procedure

Buzzworks AH aims to provide high quality services meeting the needs of all members, volunteers and beneficiaries.

To make sure our services stay at a high standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the organisation.

Dealing with grievances informally

If you have a grievance or complaint to do with your activities at Buzzworks AH or the people you carry these out with, we want to do everything we can to help you resolve the issue. If you are unhappy with an individual in Buzzworks AH, it is often best to tell him or her directly. We ask that you try to stick to the facts and avoid language that is insulting or abusive. If you feel it is difficult or inappropriate to raise the matter with the individual concerned, or if you try but the matter is still unresolved, then you can ask any Trustee to help you. The Trustee would discuss the matter with you, then support you to tell the individual yourself or approach the individual on your behalf.

Formal grievance

If the matter remains unresolved, you should set out your grievance in writing to the Trustee. You will be invited to a meeting, normally within two weeks, to discuss your grievance with the person concerned and the Trustee. You can be accompanied by a colleague at this meeting, as can the individual concerned. After the meeting, the Trustee will give you a decision in writing within 5 working days. Options include taking no further action if the meeting was felt to resolve the issue, suggesting steps to try to resolve the issue, or referring the matter to the other Trustees.

Appeal

If you are still not satisfied with the response, you can ask for an appeal meeting of the Trustees. You will be invited to this meeting, normally within two weeks, to discuss your grievance. You can be accompanied if you wish. After the meeting, the trustees will give you a decision about any further actions to be taken, in writing and within 24 hours. This decision will be final.