



Complaints Policy

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Approved by Board:

Next review date: November 2024

Creu Cymru is committed to provide a high quality service to our members, including individuals within the sector.

We are committed to providing a high standard of service and to continuously improve and extend what we can offer. However, we recognise that there may be occasions when things go wrong. It is important that you tell us when this happens so that we can deal speedily with the problem you have raised. Feedback really does help us to improve the quality of our work.

You may complain under this procedure if you feel:

- The service you have received from Creu Cymru has failed to meet our service standards
- You have not been treated in accordance with our policies and procedures
- You are unhappy with the behaviour of our staff

We will make sure that our staff are trained to handle complaints effectively and receive appropriate training.

Dealing with your complaint

We have a three-stage approach for dealing with your complaint.

STAGE 1: If you are unhappy about any of our services, we undertake to deal quickly and effectively with the matter. As a first step, we suggest that you contact the member of staff concerned to see if the problem can be resolved to your satisfaction. Creu Cymru staff will do everything they can to put things right including reviewing procedures to stop problems happening again. The contact will be acknowledged within 7 working days. The staff member will seek to resolve the matter within 28 working days during which a copy of the Complaints Procedure will be made available to you. If, at this point, the matter has not been resolved to your satisfaction you can make a formal complaint in writing to the Director, Louise Miles-Payne, louise@creucymru.com. If your complaint is about the Director, we can allocate you a member of the Board to help you.

STAGE 2: If you are not happy with the response provided under Stage 1, you can write to the Director, who will acknowledge receipt within 3 working days. The Director will investigate the issues raised and let you have Creu Cymru's response to the complaint within 10 working days.

STAGE 3: If you do not feel that the Director's Stage 2 response is acceptable, you have the right to ask for your complaint to be referred to Creu Cymru's Board of Trustees. Please inform the Director if you wish to refer your complaint to the Board of Trustees.

The Director may also refer complaints to the Board of Trustees. You will be advised of the date of the meeting which will normally convene within 28 working days of the referral. You will be notified of the Board of Trustees decision within 5 working days of its meeting. **The decision of the Board of Trustees at stage 3 is final.**