



Complaints Procedure

1. Introduction

FRESh is a Community Benefit Society which exists to champion effective equality, diversity and anti-discrimination practice in Shropshire. This procedure is for use by anyone who has had any interaction with FRESh, whether as an organisation, as a service provider or over its position on policy issues.

There may be occasions when individuals or organisations feel that the quality or level of service provided by FRESh falls short of what they would reasonably expect, or that FRESh's position on a policy issue may cause them disquiet.

We would expect any day-to-day difficulties or complaints to be resolved informally and as quickly as possible. In the first instance we would expect any complaint to be raised directly with the FRESh member concerned.

The more formal procedure below is intended for use where informal communication has not resolved a problem.

2. How to complain

A formal complaint should be made in person, by letter or email to FRESh's Secretary, who will acknowledge its receipt in writing within ten working days. In addition to stating the nature and circumstances of their complaint, complainants are strongly encouraged to say what they would like to see happen to put things right.

If the complaint is about the Secretary, the complaint should be addressed to the Chair (marked 'Confidential'). At all stages the complainant may be accompanied or supported by a colleague, friend, partner, family member or carer, but not by a legal representative.



3. **What FRESH will do**

The Secretary (or Chair) will investigate the complaint, and will give the results of the investigation to the complainant within a reasonable time - normally within twenty working days of the complaint being received. If the complaint is found to be justified, the Secretary (or Chair) will agree any necessary further action with the complainant.

4. **How to appeal**

A complainant who is dissatisfied with the results of the investigation has the right to put their case in writing to an appeal panel of three FRESH Board members, which will include at least one Honorary Officer. Appeals must be received by FRESH within twenty days of the date the complainant receives the original findings of the complaints procedure. Appeals should be made in person, by letter or email to FRESH's Secretary or Chair, who will acknowledge its receipt in writing within ten working days of receipt. The appeal will be processed within twenty working days of its receipt.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Secretary (or Chair) will keep the Board of Directors informed of the number and nature of complaints, and the outcomes. S/he will report this information to the Board at least once a year.

5. **Contact details**

If you have a complaint, please contact:

The Secretary (or Chair)
Fairness, Respect, Equality Shropshire (FRESH) Ltd
4 The Creative Quarter
Shrewsbury Business Park
Shrewsbury, SY2 6LG

Email: info@Freshshshropshire.org.uk

6. **Review**

- This procedure will be reviewed annually by the Board on or around the anniversary of its adoption.
- Date of next scheduled review: November 2014

