


# NCA Complaints Policy & Procedure

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<b>Staff Affected</b>	<b>Staff, Apprentices and Learners</b>
<b>Lead Officer</b>	<b>NCA Director</b>
<b>Approved</b>	<b>Board of Trustees</b>
<b>by Name</b>	<b>Professor Upkar Pardesi (OBE) (Chairman)</b>
<b>Signature</b>	

## 1. Complaints Policy & Procedure

### 1.1 Policy Summary

The Complaints Policy and Procedure provides the framework within which anyone that believes they have experienced dissatisfaction with Nishkam Civic Association (NCA) services can raise their concerns. Senior staff should deal with complaints from staff, volunteers, students/ learners, customers, local residents, visitors, and other stakeholders.

### 1.2 Aiming for Excellence

NCA strives for excellence and aims to provide a professional, safe, welcoming, and culturally sensitive environment for all staff, volunteers, students/ learners, customers, local residents, visitors, and other stakeholders. This is driven by our shared values of Equality & Diversity, Compassion, Humility, Selfless Service, Treating everyone with respect and dignity.

### 1.3 Standards of Service

NCA sets out the standards and services clients and building users can expect us to provide, as well as the responsibilities of client groups and all building users. Anyone not satisfied with the level of service should feel able to contact the relevant Programme Lead via the procedure to address their concern promptly and directly. Every attempt should be made to resolve complaints informally where appropriate through a dialogue with those immediately concerned.

## 2. Procedures for Dealing with Complaints at the NCA

### 2.1 Informal process:

- Concerns should be raised in the first instance with the person or area concerned as soon as possible, reception staff will be able to guide you to the most appropriate person. Depending on the nature of the complaint we will always encourage dialogue and mediation between parties to resolve the matter amicably
- If through the informal process the complainant is dissatisfied with the outcome, or the informal process was deemed inappropriate then complainants should write to Nishkam Director clearly outlining the nature of the complaint with relevant information such as individuals concerns, times and date. This can be handed into reception in an envelope or emailed to [ajit.singh@ncauk.org](mailto:ajit.singh@ncauk.org) . The NCA Director will review the complaint and take the following actions:
  1. Acknowledge receipt of the complaint in writing within 7 days
  2. If necessary, request further information

3. Instruct appropriate member of the team to undertake investigation by speaking to all individual concerned and wherever possible any independent witnesses
4. Dependent upon the seriousness of the complaint the NCA Director may suspend individuals from the NCA whilst the investigation is being undertaken
5. Once the investigation has been undertaken the outcome will be confirmed in writing to all parties

All complaints should be dealt with as quickly as possible. All formal complaints will be acknowledged, an initial response will be given within 7 working days and a furthermore detailed response provided where appropriate within 28 days and a further 14 days for thorough investigation. All formal complaints will receive a formal written response outlining the outcome, and the right of appeal where appropriate

## 2.2 Appeals

- If a complainant remains dissatisfied with the NCA's response to their complaint, they may appeal in writing to the Chairman of NCA who shall respond to the complainant within 14 days
- Then the NCA Director will take appropriate actions to resolve the issue as soon as possible

## 3. Complaints against the NCA Director

- Complaints against the NCA Director should be addressed to the Chairman of NCA.

## 4. Record-Keeping and Reporting

- NCA should maintain a clear record of all complaints dealt with
- Issues should be fed into the NCA's Monitoring and Evaluation process and other quality improvement processes as appropriate
- Complainants will be advised that, while confidentiality will be respected as far as possible, it is not normally possible to resolve complaints without disclosing details of a complainant to relevant staff in order to allow the NCA a fair opportunity to resolve the issue