Julie Haywood
COMMUNITY VENTURES LTD

Concerns and Complaints Policy

October 2026

Version Final	**Next Review Date: October 2027**
Title:	**Concerns and Complaints Policy**
Author:	**Policy Assistant**
Applicability:	**All organisation**

This policy will be reviewed once per year at minimum.

Concerns and Complaints Policy

Introduction

Julie Haywood Community Ventures Ltd is committed to providing exceptional products/services and ensuring the satisfaction of our valued clients, staff, sub-contractors, associates and stakeholders. We understand that, on occasion, issues may arise that require attention and resolution.

This Concerns and Complaints Policy outlines our commitment to addressing and resolving concerns and complaints in a fair, transparent, and timely manner.

The purpose of this policy is to establish a structured process for receiving, handling, and resolving concerns and complaints efficiently and to the satisfaction of all parties involved.

Policy Statement

A concern is an expression of worry, interest, or focus regarding a particular issue, situation, or matter that involves a sense of unease, doubt, or apprehension about something that may be perceived as problematic or requiring attention.

A complaint is defined as an expression of dissatisfaction, whether justified or not, concerning our products, services or conduct. This includes, but is not limited to, issues related to:

- Quality of work delivered
- Timeliness of services

- Professionalism and conduct of anyone in our team
- Communication issues
- Billing or invoicing disputes

Addressing concerns and complaints requires careful consideration and communication so that appropriate actions to mitigate or resolve the underlying issues can be agreed and implemented.

Julie Haywood Community Ventures Ltd aims to:

- Use any concerns and complaints as a valuable source of feedback on our performance as a business.

- Implement any findings from addressing concerns and complaints to support continuous improvement in our business processes and delivery approaches.

- Ensure that we handle concerns and complaints with professionalism, empathy, and transparency.

Responsibilities

Julie Haywood Community Ventures Ltd is a small enterprise that undertakes to provide consultancy, care and education support to clients in the private and public sector.

Management: Julie Haywood is responsible for overseeing the implementation and enforcement of this policy, allocating resources, and ensuring that all employees receive adequate training where required. Julie Haywood is designated as the primary contact for concern and complaint resolution.

Employees: All employees are responsible for complying with this policy and must follow the concerns and complaints handling procedures described below.

Sub-Contractors/Associates: All Sub-Contractors and Associates working with Julie Haywood Community Ventures Ltd have responsibility to ensure compliance to all operating standards and legal requirements through:

- A) Awareness and knowledge of all policies relevant to Julie Haywood Community Ventures Ltd.
- B) Implementation of and adherence to business practices and procedures in line with agreements outlined in sub contractor or associate contracts.

Concerns and Complaints Handling

We recognise that raising a concern or complaint can be difficult, especially in a small business where the person dealing with a complaint may be the same person being complained about. We would encourage anyone with any concerns or complaints to see raising such issues as providing a chance for corrections to be made, if necessary to any aspect of our business/delivery and for everyone to learn from the issues being flagged.

Anyone is encouraged to raise a concern or complaint as soon as possible, ideally within 30 days of any incident or issue arising. All concerns or complaints will be handled with transparency and confidentiality.

Concerns and complaints can be submitted for the attention of Julie Haywood through the following channels:

- In-person
- By phone
- Via email
- Through our official website's contact form

Any notification of a concern or complaint will ideally include:

- A clear description of the issue(s)
- Relevant dates and times
- Any supporting evidence or documentation (e.g., emails, reports, etc.)

Upon receiving a concern or complaint, we will promptly acknowledge it within 3 business days and in writing (wherever possible, or with confirmation in writing after verbal discussion). Any issues of consent must be clarified in the concern or complaint to enable us to respond to the right party in the right way.

Our acknowledgment will include an estimated timeline and approach for resolution, including an offer to further discuss the concern or complaint face to face.

Investigation

We will thoroughly investigate the circumstances surrounding any reported concern or complaint. This means that we will apply systematic process to gather relevant information, analyse facts and experiences, and make informed decisions.

We may agree with the complainant to discuss the concern or complaint with others, to look at written material, to determine if there are any immediate actions that need

to be taken to address safety or urgent concerns and/or analyse identify patterns, inconsistencies, and potential causes. We will consider context and any relevant policies, laws, regulations and other business policies and standards.

It's important to us that we conduct investigations with integrity, transparency, and fairness, ensuring that all parties involved are treated objectively and respectfully throughout the process. We aim to support any individual to work through the process, making any reasonable adjustments as necessary to enable participation.

Based on the analysis, we will identify potential resolutions or corrective actions with the complainant and determine if any immediate measures are necessary to address ongoing issues.

If legal or ethical concerns arise, it may be advisable to seek guidance from legal professionals or relevant experts. Julie Haywood Community Ventures Ltd will pursue this as deemed appropriate.

Resolution

We aim to complete resolution within 20 business days of the concern or complaint being notified and we will keep the complainant informed of the progress. We implement a graduated process for resolution:

Step 1: Informal Resolution

If anyone has a concern or complaint, they will be guided, if possible, to first approach any individual(s) directly to discuss the issue. Often, issues can be resolved quickly and informally through open communication.

Anyone approached in our business for an informal discussion about a concern or complaint will listen carefully to the concern or complaint, acknowledge the issue, and try to resolve it in a reasonable and timely manner. If necessary, a follow-up meeting or clarification may be scheduled.

Step 2: Formal Resolution

If the complaint cannot be resolved informally then a formal resolution process will be implemented in which our lead Julie Haywood will work with the individual who raised the concern or complaint to agree an appropriate investigation and resolution.

The individual with the concern or complaint will be invited to include involvement of a representative to support them through the process. Formal resolution will include:

- Objective investigation

- Decision about upheld or not upheld
- Sharing of findings
- Agreement on actions

Resolution actions will be agreed for any concern or complaint deemed to be upheld after investigation. Actions may include apology, training, external support or another remedy.

If the concern or complaint is not upheld after investigation, we will provide clear reasoning for the decision and may suggest alternative solutions.

Throughout the resolution process all involved will be treated with respect and fairness. The concern or complaint will be resolved in a timely manner (with an aim to fully resolve within 30 business days of notification). Everyone involved can expect that their privacy and confidentiality will be respected with information being shared either with consent or by legal requirement.

Step 3: Appeal

If the individual who raised the concern or complaint is dissatisfied with the outcome of the resolution, they may request a further review or escalation. This could involve:

- A senior consultant or manager from another business reviewing the case
- Independent mediation or arbitration (if agreed upon in advance)

Communication

Regular updates will be provided to the individual raising the concern or complaint during the resolution process.

The final resolution will be communicated in writing, summarising the investigation findings and any actions taken. Where necessary and with prior agreement we will involve independent advocates or advisers to assist in any part of process where potential benefit from the expertise and perspective of independent agents has been identified.

Resolution of the complaint will be agreed with the complainant. Where resolution is not agreed further escalation will be considered in accordance with legal rights.

Records

A record of all complaints, their resolutions, and any actions taken will be documented and stored in line with our Information, Data and Privacy Policy. Non-person

identifiable summary information will be reviewed and will be used for continuous improvement purposes.

Confidentiality

All information related to a concern or complaint will be treated with the utmost confidentiality, and in accordance with our Information, Data and Privacy Policy, ensuring privacy for both everyone and the business with identifiable information only being shared with consent or legal requirement.

Non identifiable information on concerns and complaints received and addressed will be discussed with managers as required.

Continuous Improvement

We are committed to learning from feedback. Trends and patterns identified in complaints will be analysed, and appropriate actions will be taken to prevent future occurrences.

Conclusion

Julie Haywood Community Ventures Ltd is committed to maintaining high standards of operation. This policy reflects our dedication to effective practice. We value feedback and consider any expression of a concern or complaint as an opportunity to improve our products and services.

Julie Haywood Community Ventures
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