



Compliments, concerns and complaints policy

Purpose

The purpose of this policy is to guide the partnership and to be open with the public about how Allenton Big Local looks to respond to compliments, concerns and complaints.

The policy first covers the values that guide us and expectations of members' conduct. The second part covers how we look to respond to the public.

Partnership members' conduct

Our values

All parts of the Partnership structure will be guided by the following values:

- Openness, transparency and plain language
- Equality of opportunity and social inclusion
- Parity of esteem
- Respect for similarity and difference in ways of working and the rightful place of legitimate conflict in partnership
- Quality and excellence in everything we do
- Cooperation and collaboration as the basis for community wellbeing
- Supporting residents and people locally in improving their own communities.

Conduct

All meetings shall be conducted with regard to accepted good practice and particularly the principles of openness, fairness and parity of esteem. Members will be expected to sign their agreement to the General Principles of Conduct.

The ruling of the Chair shall be final.

Declarations of Interest

- A member must declare an interest if he or she has a direct or indirect personal or financial interest in the matter under discussion.
- An interest must be declared at the beginning of the relevant meeting or as soon as the member is aware they have an interest. Interest must be declared clearly so that all members are aware of the interest and how it arises.

- Members should take no part in an item where they or any close associate might otherwise gain an unfair advantage. In such cases it will be for the member to withdraw from the room.

General Principles of Conduct

1. Selflessness

Members should serve only the public interest and should never improperly confer an advantage or disadvantage on any person.

2. Honesty and Integrity

Members should not place themselves in situations where their honesty and integrity may be questioned, should not behave improperly and should on all occasions avoid the appearance of such behaviour.

3. Objectivity

Members should make decisions on merit, including when making appointments, awarding contracts, or recommending individuals for rewards or benefits.

4. Accountability

Members should be accountable to the public for their actions and the manner in which they carry out their responsibilities, and should co-operate fully and honestly with any scrutiny appropriate to their membership

5. Openness

Members should be as open as possible about their actions (and where applicable those of their parent organization/authority,) and should be prepared to give reasons for those actions.

6. Personal Judgment.

Members may take account of the views of others, including their political groups, but should reach their own conclusions on the issues before them and act in accordance with those conclusions.

7. Respect for Others

Members should promote equality by not discriminating unlawfully against any person, and by treating people with respect, regardless of their race, age, religion, gender, sexual orientation or disability.

8. Duty to Uphold the Law

Members should uphold the law and, on all occasions, act in accordance with the trust that the public is entitled to place in them.

9. Stewardship

Where applicable, members should do whatever they are able to do to ensure that their parent organisations/ authorities use their resources prudently and in accordance with the law.

10. Leadership

Members should promote and support these principles by leadership, and by example, and should act in a way that secures or preserves public confidence.

Partnership response to the public

The two main points of contact are the Allenton Big Local coordinator and the chair. Their details are on the website, partnership correspondence and newsletters.

Partnership members receiving information from the public, especially where this is in the nature of a concern or a complaint, will encourage the person concerned to make their views known in writing to the coordinator. This is to ensure the matter is picked up and that the individual partnership member is not left acting as a go-between.

The partnership looks to make an initial response to a written compliment, concern or complaint within 48 hours of it being received by the coordinator or chair. This will usually be by email. The coordinator will usually be the one to reply.

Depending on the nature of the issue, the coordinator will seek information from those best placed to respond. The partnership seeks to make a fuller and more detailed reply where needed within a month of the issue first being raised.

All written compliments, concerns and complaints will be raised at the next partnership meeting. Correspondence will be kept on file. Where a point of general interest is at stake, a summary or clarification will be posted on the website.

Were the person raising a concern or complaint not content with the fuller reply, this will be passed to the chair who will consider next steps in consultation with the representative of the Local Trusted Organisation.

- This may include a face to face meeting at which the complainant may come with a chosen friend or advocate.
- Where the concern relates to the Big Local Rep, this will include informing and being advised by Local Trust or Renaisi as the management organisation for the Big Local reps.

If a face to face meeting does not secure a resolution, next steps may include requesting intervention by Local Trust and or Renaisi.