

# Complaints Policy

This policy is intended for use by anyone who has interaction with Conciliation Resources as an organisation or with Conciliation Resources and its position on policy issues.

We recognise that from time to time there may be occasions when organisations or individuals may feel that Conciliation Resources may have fallen short of what they could reasonably expect or that Conciliation Resources' position on a policy issue may have caused them harm.

Your continued goodwill is greatly appreciated by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use where informal communication has not resolved the issue.

## This is what you should do

The complaint should be made either in person, or by telephone, face, letter or email to the Director of Operations who will acknowledge, in writing within ten working days, receipt of any complaint. In addition to stating the nature and circumstances of the complaint, the complainant is strongly encouraged to state the remedial action they wish to be taken. If the complaint is about the Director of Operations, the complaint should be addressed to the "Chair of Conciliation Resources" (marked Confidential). At this, and any subsequent, stage the complainant may be accompanied or supported by a friend, but not a legal representative.

You are also referred to Conciliation Resources Public Interest Disclosure Policy ([web address](#)) which provides alternative points for you to raise concerns. We would however encourage you to contact Conciliation Resources in the first instance to resolve any concerns you may have.

## This is what Conciliation Resources will do

The Director of Operations (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received and acknowledged. If the complaint is found to be justified, the Director of Operations (or Chair) will agree any necessary further action with the complainant.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three members of the Board of Conciliation Resources, which will include at least one Honorary Officer (i.e. Chair or Treasurer). Any appeal must be lodged within 20 days from the date of the original findings of the complaints investigation being communicated in writing to the complainant. The appeal will be dealt with within 20 working days of receipt of the wish to appeal by the complainant.

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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 action is possible.

The Director of Operations (or Chair) will keep the Board of Conciliation Resources informed of the number and nature of complaints, and the outcomes on at least an annual basis.

**If you have a complaint, contact:**

Director of Operations  
Conciliation Resources  
Burghley Yard  
106 Burghley Road  
London  
NW5 1AL  
Tel: +44 (0) 20 7  
Fax: +44 (0) 20 7  
Email: [cr@c-r.org](mailto:cr@c-r.org)

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