



COMPLAINTS PROCEDURE

CNI Networks
The King's Centre
Park Road
Halifax
HX1 2TS

E-Mail: paul@cni-network.org.uk (founder / CEO)

Phone: 07725501465

Our commitment to volunteers and Service Users

We aim to ensure that:

- Making a complaint is as easy as possible and we treat complaints seriously.
- We deal with your complaint promptly and in confidence.
- We learn from complaints and use them to review and improve our service.
- We make appropriate redress to volunteers and service users who have a genuine and valid complaint.

What is a complaint?

A complaint is when you tell us you are not happy about any part of the service and/or the work we or any of our registered projects provide.

How to make a complaint

If you wish to make a complaint you can contact our CEO, Mr Paul Blakey MBE, in any of the ways listed below:

By email: -

paul@cninetwork.org.uk

In writing:-

CNI Networks
The King's Centre
Park Road
Halifax
HX1 2TS

By phone:-

Tel: 07725 501465

In person at:-

CNI Networks
The King's Centre
Park Road
Halifax
HX1 2TS

If your complaint relates to our CEO or a Trustee the complaint should be addressed to the Chair or Vice Chair of Trustees at the above address.

Your complaint will be acknowledged within 3 working days of receipt, and an initial assessment made by either the Chair or Vice Chair of Trustees. The results of this initial assessment will be communicated to you within 15 working days of receipt.

If required, your complaint will be fully investigated by the trustees within 20 working days of the initial assessment, and a written response to your complaint sent by first class mail.

If you are still unhappy

If you are still unhappy with the response, you can contact **The Charity Commission** in any of the ways listed below, quoting our charity number 1136416:

In writing to:-

The Charity Commission
PO Box 211
Bootle
L20 7YX

By phone:- Tel: 0300 066 9197

Your complaint will be acknowledged within 7 days and then fully investigated. Timescale for findings and final response will vary depending on each individual case and investigation.

Please note that The Charity Commission are unlikely to investigate a complaint unless the internal complaints procedure of CNI has been exhausted.