

CTA Complaints Procedure

Policy Statement

The Community Transport Association (CTA) is committed to providing excellent customer service to all those with whom we work.

Recognising that sometimes things go wrong, or mistakes are made, this policy outlines the procedures to follow when making a complaint and the internal procedures followed by the CTA to manage the process. This procedure will be available on our web site and will form part of the induction process for staff and trustees. A copy will be sent to anyone making a complaint.

Objectives

The objectives of this complaints procedure are to ensure that:

- Any complaints that are received are dealt with at the appropriate level in the organisation.
- Persons making complaints know how their complaint will be dealt with.
- Wherever possible, lessons are learned.

Definition of a Complaint

A complaint is defined, for the purpose of this procedure, as a written communication by a complainant to the Community Transport Association relating to a specific grievance, where this grievance has formally been made in writing to the appropriate member of staff and where the complainant has received an acknowledgement.

To clarify, this definition complaint does not include comments by individuals asking for a simple remedy to a minor problem.

Transparency

During the process of dealing with a complaint, the CTA will be as open and transparent as possible. People raising complaints will be given full information about the progress of their complaint, except in the following cases:

- If the complaint involves questions about the actions or competencies of individual members of staff or trustees, other processes may absorb the complaints procedure and the CTA may not be able to provide the person raising the complaint with all the relevant information. (For instance, employment legislation may prevent publication of the results of disciplinary processes.)
- The legal requirements of the Public Interest Disclosure Act 1998 may restrict the information that can be provided to persons raising complaints.

If either of these situations occurs, the Chief Executive will provide an explanation without disclosing any restricted information.

To ensure confidentiality, information about the progress of a complaint will only be provided to the complainant.

Formal Complaints Process

In order to make a complaint, the complainant must formally write to the Community Transport Association, either by letter or email. The complaint must include an explanation of the issue that has caused their grievance, along with an explanation of what the complainant feels should be done in order to resolve the issue.

This communication should be sent by email to the Director for Operations and Resources at info@ctauk.org or by post to Director of Operations and Resources, 12 Hilton Street, Manchester, M1 1JF.

The CTA will, in return, send an acknowledgement of the complaint. All correspondence about complaints will be treated as confidential.

The CTA will refer each complaint to an appropriate Director for first review, unless such a person is specifically mentioned in the complaint, in which case it will be referred to another Director.

When the appropriate Director has considered the detail of the complaint, the complainant will receive a written response detailing the CTA's response and, if applicable, the appropriate next steps. This will be done within 28 days of receiving the original complaint. If this is not possible, the Director of Operations and Resources will explain this in writing within the 28 day period.

After the initial response, the complainant will be able to request a second review of the complaint if they wish. If a second review is requested, the matter will be referred to the Chief Executive.

Following the second review, the complainant will be provided with a written response detailing any changes to the previously proposed action. In the majority of cases the second review will be the final position of the CTA. However, this final response will also indicate if, and how, the complaint can be progressed beyond this second stage.

Further progressing of a complaint beyond the second review will depend on the nature of the matter. The Charity Commission has a list of the types of issues it can investigate; similarly Companies House has an investigation procedure in some circumstances. The response from the second review will explain the relevant options.

If it is felt by the complainant that this procedure has not been followed, the matter can be raised for discussion at a meeting of the Board of Trustees. The Board will not consider the substantive matter of the complaint but may refer the complaint as a whole back to the first review stage and ensure that the full procedure is followed.

If at any stage the complainant wants to stop a complaint from being progressed, they can do so in writing the Director of Operations and Resources. The CTA reserves the right to continue to investigate serious complaints in these circumstances.

Results of Complaints

The Governance Sub-Committee will receive an annual report detailing any complaints made against the CTA. It may, at its discretion, require more frequent reports.

Continuous Improvement

The CTA would appreciate feedback from complainants about their experience of the CTA's complaints procedure and may use this to improve the way complaints are managed in the future.