

Complaints procedure

CLASS Policy Framework

Adopted on: 12 November 2020

Most recent review: This is the first version of this policy.

CLASS Safeguarding Team

Designated Safeguarding Lead: Sophie King, CLASS CEO (07816 752 525 / sophie.king@class-uk.com)

Deputy Safeguarding Lead: Kate Parsons, Operations Manager (07474 489 590 / kate.parsons@class-uk.com)

Board Safeguarding Lead: Melanie Lombard, Chair of Trustees (07811 371 661 / m.b.lombard@sheffield.ac.uk)

1. Introduction: purpose and scope

CLASS aims to achieve high standards in all the work we do and to support our staff, trustees and volunteers to achieve these standards. We believe we achieve this most of the time.

In order to ensure these standards however, this procedure sets out how external people can raise concerns with us about the way our work is being carried out. It also sets out how such concerns must be managed internally.

2. Raising Safeguarding Concerns

If you are concerned that anyone carrying out work for CLASS may be causing harm to adults at risk of harm or children and young people, or failing to apply our Safeguarding policies appropriately, please contact the CLASS Safeguarding Officer as a matter of urgency (contact details above).

If for any reason you do not wish to contact the CLASS Safeguarding Officer or the CLASS Safeguarding Officer cannot be reached, please contact our Trustee Safeguarding Lead (contact details above).

The CLASS Safeguarding Officer or the Trustee Safeguarding Lead will provide you with a copy of the appropriate CLASS Safeguarding policy and procedure and will follow that procedure in dealing with your concerns.

Our policies on *Safeguarding Adults at Risk of Harm* and *Safeguarding Children and Young People* together with our *Code of Conduct* are available to view on our website at *[need to edit the site and add an appropriate page]*.

3. Complaints Procedure

Sharing your concerns in the first instance

If you have non-safeguarding related concerns about the way CLASS is going about its work or about the way a particular individual is carrying out work for CLASS please contact the CLASS CEO in the first instance (contact details above).

The CEO will discuss your concerns with you and may be able to give you a satisfactory response straight away. When the matter is more complicated, CLASS may need to look into the issues in more detail and will aim to give you at least an initial response within five working days.

If you are not happy with the response you have received, or you do not wish to discuss the issue with the CEO, you may wish to make a written complaint.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please email your written complaint to feedback@class-uk.com. This will be automatically directed to our Chair, Diana Mitlin, who will log the complaint.

You will receive a written acknowledgement within five working days.

We aim to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If you do not use email you can also write to our Chair at the following address however, please note that this will mean it will take longer for us to receive, log, and respond to your complaint.

Chair of Trustees
Community-led Action and Savings Support (CLASS)
c/o MACC – St Thomas Centre,
Ardwick Green North,
Manchester, M12 6FZ

If, after our Chair has responded, you are still not satisfied, please write to the Chair again requesting that the matter be discussed at the next meeting of the Trustees, which will decide on any further steps to resolve the situation.