



Cranfa Gymunedol Fferm Wŷnt  
**PEN Y CYMOEDD**  
Wind Farm Community Fund CIC

# COMPLAINTS PROCEDURE

<b>Scope</b>	This procedure applies to any person or organisation that interacts with or applies to the Pen y Cymoedd Wind Farm Community Fund CIC (PyC CIC)
<b>Date Approved</b>	<b>24.01.22 (V3)</b> (V1 approved 18.1.18, V2 approved 11.2.20)
<b>Review date</b>	Jan 2024

## Introduction

PyC CIC aims to provide high quality services to all our applicants, stakeholders and partners. However, we recognise that there may be occasions when things go wrong – this procedure sets out how we will manage any complaints made.

It is important that you tell us as soon as this happens so that we can deal speedily with the problem you have raised. Feedback will help us to improve the quality of our work, and we welcome this.

You may complain under this procedure if you feel:

- that the service you have received has failed to meet our service standards
- that you have not been treated in accordance with our policies and procedures
- unhappy with the behaviour of our staff, Board members or contractors

You may be disappointed if we turn down your application for funding, but you cannot use the complaints procedure to appeal against our decision on giving a grant if we have followed our decision-making process correctly.

Making a complaint will never affect the level of service you receive from us. If your complaint is about a funding application, this will not affect your chances of getting a grant from us in the future.

## Stage 1

We will do our best to deal quickly and effectively with any complaint made to us.

As a first step, we suggest that you contact the member of staff concerned directly to see if the problem can be resolved to your satisfaction. You should do this as soon as possible after the incident that has resulted in your complaint. Our staff will do everything they can to put things right, including reviewing procedures to stop problems happening again.

The contact will be acknowledged within 7 working days and a copy of this Complaints Procedure will be made available to you. The staff member will seek to resolve the matter within 28 working days.

If, at this point, the matter has not been resolved to your satisfaction, you should proceed to Stage 2.

## Stage 2

The next step is for you to write formally to the Chair of the PyC CIC Board (details provided in Appendix 1). Receipt of your letter will be acknowledged within 7 working days. In the letter, please tell us:

1. what happened
2. when it happened
3. who dealt with you
4. what you would like us to do to put things right.

The Chair will arrange to have the issues investigated and you will receive a response within 20 working days.

### Stage 3

If you are not happy with the Stage 2 response, you have the right to ask for your complaint to be referred to the PyC CIC Complaints Panel. The Chair may also refer complaints to the Panel.

The Panel consists of 3 members of the PyC Board and an independent representative of a suitable third party. You will be advised of the date of the Panel Meeting, which will normally convene within 28 working days of the referral.

You will be notified in writing of the Panel's decision within 5 working days of its meeting.

Where a complaint is upheld, the PyC Board will ensure that lessons are learned to improve our systems and ways of working.

### Complaints against grant recipients

When complaints are made against PyC CIC *grant recipients* in relation to a specific service or activity funded by PyC CIC, the 3 stage complaints procedure set out above will not apply. Complainants will be advised to raise the matter with the grant recipient directly, following the procedures set out in the grant recipient's complaints policy.

PyC CIC may request a copy of relevant correspondence from grant recipients in relation to complaints made, and reserves the right to take such action as it deems appropriate - this may include, for example:

- the suspension of PyC CIC funding
- investigating the substance of the complaint
- alerting other funders to the nature of the complaint
- initiating close monitoring of the organisation

In cases with very serious and potentially dangerous or illegal allegations (such as the abuse of vulnerable adults or serious financial irregularities), PyC CIC will refer the matter to appropriate authorities such as the Police. Other action in these circumstances may include:

- immediate negotiation and transfer of service to another agency to manage in the short/medium term if appropriate
- withdrawal of PyC CIC funding

Again, where a complaint is upheld, the PyC Board will ensure that lessons are learned to improve our systems and ways of working.

### APPENDIX 1 – CONTACT DETAILS

Role	Name	Email	Phone	Address
PyC CIC Chair	Victoria Bond	chair@penycymoeddcic.cymru	01685 878785	Aberdare Enterprise
Executive Director	Kate Breeze	kate@penycymoeddcic.cymru	01685 878785	Centre, Depot Road, Aberdare, RCT CF44 8DL