



GS47 Green Synergy Complaints and Resolution Policy

Purpose of the Policy

Green Synergy is committed to ensuring that the organisation's complaints policy and procedures framework is responsive, robust and accountable. The organisation recognises that sound policies in the defining of the complaints policy and procedures will significantly benefit the overall efficiency of the Green Synergy response to our service users and promote the best interests of its beneficiaries, partners, stakeholders and funders.

Statement of Policy – This policy defines the principles and methods to be followed in how the charity responds to complaints from a service user, beneficiary and / or partner/ stakeholder.

Green Synergy is committed to providing a quality service and to achieving the highest standards of conduct. The charity aims to improve our service by listening and responding to the views of those who use or support it. We recognise the importance of children and young people or, their parents and carers, being able to comment on the services we provide. The charity encourages and welcomes all views whether positive or negative. Such comments and complaints are valuable to us when we plan our service and help us to improve and better meet the needs of those who use our service.

Policy Overview

Green Synergy views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Green Synergy knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Using community gardening to support people to socialise, learn and thrive

Green Synergy. 49 Roman Pavement, Lincoln, Lincolnshire. LN2 5RD. Tel: 01522 533077

Charity Number: 1153883 Company Number: 08399741

Email: info@greensynergy.org.uk Web: www.greensynergy.org.uk



Definition of Terms

A comment is:

- Any statement that informs Green Synergy of something you think we are doing right.

A complaint is:

- Any expression of dissatisfaction with Green Synergy, whether justified or not.

Comments and complaints may be verbal, written, taped or in electronic form and can come from either an individual or a group who use or is affected by the one of the services provided by Green Synergy.

Policy Principles

Our comments and complaints procedure seeks to ensure that:

1. Making a complaint is as easy as possible.
2. Any clear expression of dissatisfaction with our service which calls for a response is treated as a complaint.
3. Green Synergy can identify and respond to the needs of the people that use our services.
4. There is a mechanism through which issues raised can be treated quickly, effectively and confidentially.
5. Both comments and complaints are treated seriously whether they are made in person, by telephone, by letter, by fax, or by e-mail.
6. Both comments and complaints are dealt with promptly, politely and, where appropriate, informally (for example, by telephone).
7. We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, by providing information on any action taken etc, or ensuring that the comment is passed onto the appropriate person or teams for their benefit.
8. Where necessary other Green Synergy policies and procedures are invoked e.g. Staff disciplinary, Child Protection/ Safeguarding.
9. Green Synergy learn from both comments and complaints and use them when planning and to improve our service.

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Complaints Procedure

How to make a complaint

1. Complaints can be made to any Green Synergy staff with whom the person has contact with.
2. Alternatively, the person making the complaint can contact the Green Synergy Chief Executive if they prefer by emailing info@greensynergy.org.uk
3. When dealing with complaints, staff members will make every effort to resolve the complaint at source and if resolved will record the complaint in the specific incident book for analysis
4. When this is not the case the staff member dealing with the issue will record the complaint and forward it to their line manager/administrator who will ensure it will be dealt with appropriately and if necessary, in line with other Green Synergy procedures e.g. disciplinary.

Time frame for dealing with a complaint

On receiving a complaint Green Synergy will:

- Acknowledge all written and electronic complaints within 14 working days unless the complaint is anonymous leaving the organisation with no way to contact the complainant.
- Undertake to respond to the complaint within 28 working days from it being made. If it is not possible to give a full reply within this time - for instance, because a detailed investigation is required - we will give an interim response, saying what is being done to deal with the complaint, when a full reply should be expected and from whom.
- There will then be a 4-week period in which to indicate dissatisfaction with either the result or the process.
- If, following a second response, the person who made the complaint is still not satisfied, the complaint can be referred to the Chair of the Trustees.

Responding to a complaint

- Some complaints will not require a detailed reply and the person making the complaint can be informed verbally.
- In the cases where a written response is required it will be written clearly and without jargon.
- All points and issues raised in the complaint will be addressed.
- The reply will include details of who to contact next if the complaint has not been dealt with satisfactorily and this will normally be an appropriate senior manager. The deadline

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for doing so will also be clearly stated. If Green Synergy does not hear from the complainant in this period, it will assume that the result is satisfactory.

Complaints involving partner organisations

1. Green Synergy often works in partnership with other organisations to deliver its services, which may mean that a complaint involves both Green Synergy and one or more partner organisations. In such cases Green Synergy will agree with the other organisation(s) who should take the lead in coordinating and resolving the complaint. The person making the complaint will be informed of this process and of any impact it has on the timeframe or process for dealing with the complaint.
2. In some cases, the responsibility for dealing with the complaint will fall in the duty of the other organisation and Green Synergy will formally transfer the complaint to them. Green Synergy will inform the person making the complaint of this and of a contact person at that organisation.

Access to the policy

1. All people can receive a version of this policy via a link to our website. They will also be informed of how to access a full version should they wish.
2. All partner organisations and funders will be made aware of the policy through initial information and service level agreements.
3. Information on the policy and procedures will be made available in all Green Synergy locations.
4. Green Synergy operates a system for collating all comments and complaints on a regular basis and undertakes to analyse them twice a year so they can inform the organisational review and planning process.

Why comments and complaints are useful

1. Comments and complaints are useful to Green Synergy because they help us monitor, evaluate and review our service supporting us to improve.
2. This policy will be reviewed annually.

Review date: 26/08/2027

Related Documents:

- GS4 Green Synergy Children and Young People Safeguarding Policy
- GS5 Green Synergy Adults Safeguarding Policy

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- GS7 Green Synergy Data Protection Policy
- GS7a Green Synergy Privacy Statement

Document Control:

Policy Details			
Policy	GS47 Green Synergy Complaints and Resolution Policy		
Version	Date of Review	Reviewed by	Date Approved
V1	07.10.2022	CEO	Trustee Basecamp Approval Process
V2	14.03.2023	CEO	Trustee Basecamp Approval Process
V3	20.05.2024	CEO	Trustee Basecamp Approval process
V5	16.05.2025	CEO	Green Synergy Governance Google Drive
V6	12.09.2025	CEO	Trustee Google Drive Governance Portal
V7	26.08.2026	CEO	Trustee One Drive Governance Portal

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