**Cleaver Square, Cleaver Street and Bowden Street Residents’ Association**

**and Neighbourhood Watch**

**Complaints Policy**

1. The Cleaver Square, Cleaver Street and Bowden Street Residents’ Association and Neighbourhood Watch believes that if anyone wishes to make a complaint or register a concern about our activities they should find it straightforward to do so. This policy is intended to ensure that any complaints are dealt with properly.
2. The policy is not designed to apportion blame, to consider the possibility of negligence, to provide compensation or to take disciplinary measures. Nor does it cover complaints beyond our remit (eg. matters which are the responsibility of the local council). It supports the concept that most complaints, if dealt with early, openly and honestly, can be resolved.
3. Any complaint or concern should be directed in the first instance to the chair (in the case of a conflict of interest, to the secretary). If committee members receive a complaint they will pass this to the chair.
4. Every effort will be made to resolve the issue without delay. All contact with the complainant will be polite and respectful.
5. If necessary (and with the complainant’s permission where possible) the chair or secretary will refer the issue to the full committee for their views on how to resolve it. This may be at a committee meeting (minuted), or via email.
6. If the complaint is serious, the committee will seek legal advice and may pass on the responsibility for dealing with it to the relevant authority.
7. A record will be kept of the complaint and how it was dealt with, including copies of any correspondence.

*This policy was adopted by unanimous agreement of the committee of the Cleaver Square, Cleaver Street and Bowden Street Residents’ Association and Neighbourhood Watch on 3 July 2024 (with endorsement at the association’s AGM in November 2024 to follow), and will be reviewed at least every 3 years.*

*Signed: Penny Ritchie Calder*

*Chair, Cleaver Square, Cleaver Street and Bowden Street Residents’ Association and Neighbourhood Watch*

*Date: 3 July 2024*