

the stove network

Complaints Procedure

2021

Principles

The Stove Network aims to provide its members, customers and members of the public with the best possible service. We positively welcome suggestions you may have for how we can improve our service.

As well as members, customers and other members of the public, this policy also applies to our volunteers or contractors who wish to make a complaint.

This policy does not apply to employees of The Stove Network, who should refer to the separate Grievance Procedure.

Usually, a word with the person at the point of service delivery or other interaction, will suffice should a problem arise. However, we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided fall short of what they could reasonably expect. We also want to know about these occasions so that we can make good the problem and plan to avoid its repetition. If you have a complaint, we would like you to tell us about it.

Procedure

This is what you should do:

1. If you have a complaint to make, it should be made to a member of the Stove Management Team, who will try to resolve the issue informally. The current management team are:

- Matt Baker – matt@thestove.org
- Graham Rooney – graham@thestove.org

Should you prefer to have your complaint dealt with by someone with particular characteristics, for example someone who identifies as a woman please let us know this from the outset and we will make every effort to accommodate your needs or explain why this is not possible.

To achieve genuine resolution, it is expected that all parties will engage constructively and confidentially to resolve the issue. One of the ways of resolving issues is through mediation. This is where there may be a need for third party support in some cases when the involvement of an objective person not involved in the issues could assist in the process to find a satisfactory outcome.

2. If the issue is serious, or you are not satisfied after raising it informally, you should make a formal complaint.

3. Your complaint should be made in writing (by private email or letter to the address below), marked "Private & Confidential", and sent to the General Manager graham@thestove.org who will acknowledge it in writing (normally within 7 days of receipt). Remember to keep a copy of your letter. If your complaint is about the General Manager, you should address your complaint to the Stove Board by emailing the Chair at tonyfscotland@gmail.com or writing and marking the envelope FAO: The Chair.
4. The General Manager (or Board Member if appropriate) shall appoint someone to investigate the complaint.
5. The General Manager or other appointed person shall communicate the results of the investigation to you within a reasonable time - normally 21 days.
6. You have the right - if dissatisfied with the results of the inquiry - to put your case in writing or personally to a member of the Board (where the matter was previously dealt with by a Board Member, where possible another Board Member will get involved at this stage).
7. The decision at this stage will be final.
8. The organisation will agree any further action necessary to make good the cause of the complaint.
9. All formal complaints and the response made to them will be recorded and filed in a secure place.
10. The Board shall be informed by the General Manager at the first available meeting of the number and nature of any formal complaints and their outcome, and consideration will be given to the implications these have for the planning and management of future services annually, as part of The Stove Network's self-evaluation.