

**Dublin City Community Cooperative, Register Number 5628 R, Registered Charity Number (RCN) 20107079, Unit 1 Killarney Court, Buckingham Street, Dublin 1**

**Dublin City Community Coop**

Co-op Complaints Procedure

**Complaints Procedure**

Whether from individuals or groups regular feedback is crucial for the successful implementation of programmes. Activities evolve all the time and input from clients ensures they evolve in the right direction. Integral to any genuine feedback process is the ability of clients to have complaints and/or concerns heard and acted upon. At any point in the process of engagement and interaction (registration, developing action plans, implementing plans, evaluation) if the client or client group wishes to raise an issue the Coop has a complaints procedure as outlined below. Clients will be made aware of these procedures at registration. A client is entitled to an advocate at any stage of the process and any issues with literacy and language will be accommodated.

*Stage 1*

The complainant will raise the matter with the SICAP line manager. He/she will investigate the grievance and do his/her best to resolve the matter as soon as possible and in any event within 10 working days. If the grievance is with the line manager then the issue will be raised with an individual one level higher, who will investigate the grievance and will do his/her best to resolve the matter as soon as possible and in any event within 10 working days.

*Stage 2*

If the matter is not resolved at the level of the Coop member organisation the complaint should be made in writing to the Coop CEO. The CEO will attempt to resolve it within 15 working days.

*Stage 3*

If the matter is still not resolved the complaint should be made in writing to the chairperson of the Coop Board who will then establish a three-person Disciplinary and Grievance Panel comprising Coop board members. A hearing of this Panel will be held as soon as possible (but not later than 15 working days from the receipt of the formal notification of the grievance from the client).

*Stage 4*

If still unresolved all parties have the right to ask for the help of an agreed outside arbitrator. The chairperson of the Board will arrange for a meeting of all parties with the arbitrator within 28 days of their agreement to avail of an arbitrator. The decision of the arbitrator will be final.

It should be noted that clients have the right to disengage from the services. Services should strive to keep the option open for re-engagement wherever possible.