

Board Complaints Policy

Policy for complaints against the Board, Board Members and Chief Executive

1 Introduction

1.1 This policy should be used for any complaint against the Board of Management of Care & Repair Cymru, a Board Member (including the Chair) or the Chief Executive Officer. Complaints must relate to:

- the performance of Care & Repair Cymru, a Board Member or the Chair's functions respectively allocated to them under the Board's Code of Conduct and/or
- the exercise by Care & Repair Cymru of its powers; and/or
- any other alleged breach or non-observance of the duties of Care & Repair Cymru, individual Board Members or the Chief Executive Officer.

The Board can also consider a complaint if it feels the management of Care & Repair Cymru has not satisfactorily investigated a complaint against a member of staff.

2 Procedure

2.1 All complaints should be made in writing and addressed to:

The Chair of the Board of Management
Care & Repair Cymru
2, Ocean Way
Cardiff
CF24 5TG

If the complaint is about the Chair, then the addressee should be the Chief Executive

2.2 The complainant will be expected to state clearly the nature of and the grounds for the complaint and, if appropriate, provide copies of any related documentation. The complainant should also state the remedy he/she is seeking.

Note: It is not possible for a complainant to seek the disciplining of a member of staff, the CEO or the removal of a Board Member, since these are decisions for Care & Repair Cymru and the Board of Management collectively.

2.3 The Chair of the Board (or CEO as appropriate) will:

- acknowledge receipt of the complaint within 10 working days. In the absence of the Chair the Vice Chair will respond;
- refer the complaint to one or more of the following for investigation: the Chief Executive Officer, the Executive Committee, or a person (nominated by an external sector body) who has substantial experience of 3rd sector governance; provided in each case that they have not been involved in the matters subject to the complaint.

2.4 Such person(s) shall:

- consider the complaint and, if necessary in order to determine disputed issues of fact, interview the complainant and those who are the subject of the complaint. They may refer issues to other independent advisers as they feel appropriate;
- produce a written report of their findings in relation to the complaint and provide the complainant and the Board with a copy of such report as soon as possible. In any event they shall produce an interim report within twenty-eight days of the complaint being referred to them.

2.5 The Board, at its next scheduled Board meeting, and after receipt of the findings of the investigation shall consider the findings and determine whether they find the complaint substantiated in whole or part and, if so, what, if any, remedy should be granted to the complainant. Where the complaint relates to one or more specified Board Members or the CEO, those persons shall withdraw and take no part in the discussion of the investigation.

2.6 The Chair of the Board (or CEO as appropriate) shall within seven working days of the Board's determination of the complaint provide a written response to the complainant and to those who are the subject of the complaint



Care & Repair Cymru

confirming the decision of the Board in relation to the complaint, with reasons for its decision.

- 2.7 The response will include details of any arrangements for pursuing the matter with any relevant external body, and any legal redress, should the complainant not be satisfied with the response from the Board.

3 Confidentiality

Confidentiality and sensitivity to any complaints raised must be observed by all parties throughout this process in order for the complainant and Care & Repair Cymru's Board to have confidence in the process.

CARE & REPAIR CYMRU
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