

# CRW

## **Problem Solving Procedure** (including complaints, whistleblowing and harassment)

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### **Context**

CRW recognises fully its responsibility to deal fairly, constructively and consistently with problems when raised by members of the public, whether that be by young people, volunteers, or other adults on behalf of themselves or their children.

It is good practice to have an established process for handling such problems when they are raised. It is important to recognise that, whilst dealing with problems can be very resource intensive, concerns must nevertheless be appropriately investigated and dealt with in order to resolve the matter, but also to contribute constructively to a process of continuous improvement within the organisation.

### **What is covered by this Procedure?**

Any problem, whether an expression of concern or dissatisfaction with, or complaint in relation to, any aspect of CRW's work.

### **Who is this Procedure for?**

School staff, volunteers, parents, pupils and members of the public.

### **What are the Exceptions?**

In the event of risk of immediate serious harm to a vulnerable young person or adult you should make a referral to children's social care / social services immediately and / or the police.

In the event of witnessing a serious crime taking place, please contact the police through the 999 emergency number.

This problem solving procedure would not necessarily be applied to contractual disputes with service providers and suppliers.

## **What do I need to do in the event of a problem and how will it be handled?**

### **Stage 1 - informal stage**

Talk about the problem with a member of the CRW team, ideally the person you normally deal with. If the problem relates to that member of CRW or if you would otherwise prefer it, ask to speak to their manager. If you do not have a contact within CRW please send an email to [director@cowleyroadworks.org](mailto:director@cowleyroadworks.org) outlining the problem. Most problems can be resolved successfully at this stage and those involved should strive to do so without recourse to formal procedures. Ideally they should enter into a dialogue in good faith, with the aim of a resolution. Every effort should be made to reach a satisfactory resolution within 14 days.

### **Stage 2 - Formal investigation stage**

If you are not satisfied that a resolution has been reached at the end of the informal stage you may have the problem dealt with formally. You should tell the member of staff who has been dealing with the problem that you are still not happy, and you should state in writing to the Director, within 7 days, the reason you wish to take the matter further. Your written notification will be acknowledged within 7 days. The problem will then be fully and fairly investigated, within 14 days, by the Director. When the investigation has been completed CRW will write to you with the results of the investigation and any action that will be taken as a result. You will also be invited to come and talk with the Director to discuss the outcome of the investigation and the action to be taken.

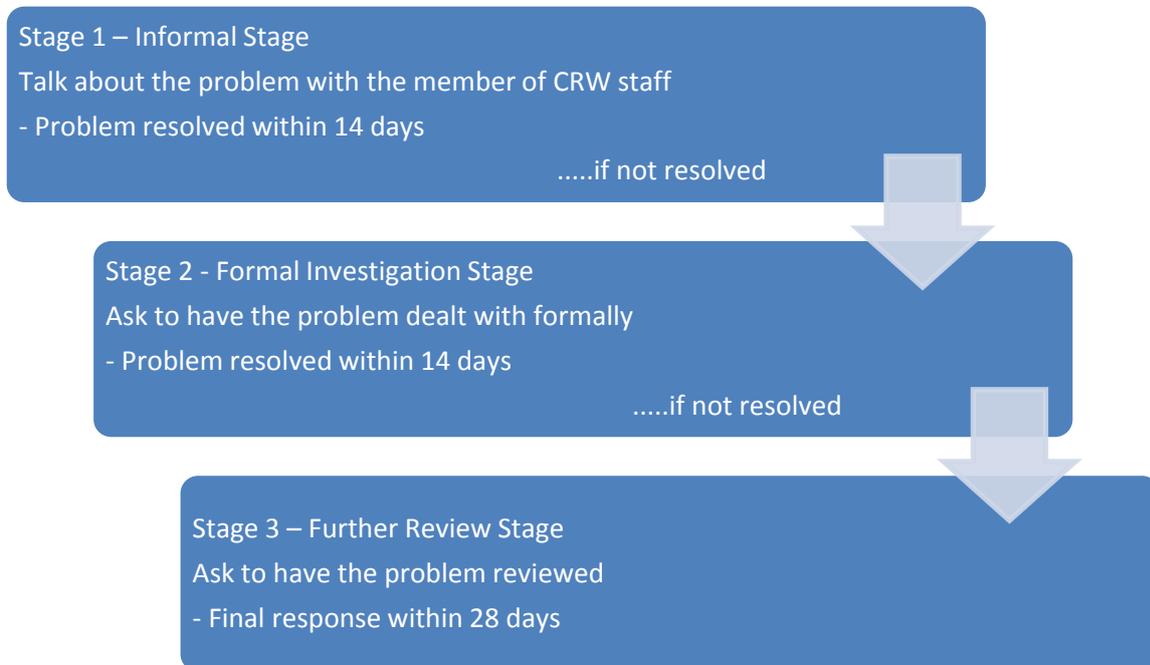
### **Stage 3 – Further Review stage**

If you remain unhappy after receiving the formal (Stage 2) response you can ask, within 7 days, to have the problem reviewed one further time. Your request must be in writing to the Chair of the Board, stating the reason for it.

CRW will arrange for the problem to be looked at again by a Trustee to establish what has been done to address it. He/she will report their findings to the Chair of the Board who will consider carefully if there is any more that could be done to resolve the matter. You will receive the Chair's response within 4 weeks of your request. Any decisions made by the Chair at this stage will be final and the matter closed.

## Flow chart

### What happens when you raise a problem?



Approved: 8 May 2018