

NEW WINE IRELAND COMPLAINTS PROCEDURE

Introduction

New Wine Ireland aims to provide excellent conferences, events and learning experiences. However, sometimes things go wrong and, when they do, our Team welcomes the opportunity to put them right as soon as possible.

If you have a query or a problem with any aspect of your relationship with New Wine Ireland you are encouraged to contact us promptly so that we can try to put things right. We may not always be able to meet your expectations and we hope that you will understand why that is the case but, if you feel that we have not responded appropriately to your query or concern, you will have the opportunity to raise it as a formal appeal.

This Complaints Procedure enables you to bring matters of concern to the attention of New Wine Ireland, and provides mechanisms through which those concerns may be resolved. The procedure comprises of an informal, a formal and a review stage.

The procedures aim to be simple, clear and fair to all parties. Complaints and Appeals (both informal and formal) will be handled sensitively and with due consideration for confidentiality.

Who these procedures apply to

This procedure applies to anyone who has a relationship with New Wine Ireland – through our annual summer conference, training events, the Evangelical Training Course or through volunteering with us.

Where to get help and advice on making complaints and appeals

You can obtain advice and guidance on making a formal complaint or appeal from:

The General Manager, New Wine Ireland, First Floor, 103-113 Ravenhill Road, Belfast BT6 8DR. Tel. 028 90 287011 or email: info@newwineireland.org

Definitions

If you have a concern that you want to raise with New Wine Ireland, the important thing for you to do is to contact us as soon as possible and let us know what the problem is.

What is a Complaint?

A complaint is 'an oral or written expression of dissatisfaction concerning the provision of a service.'

Concerns about the provision of a service or facility or the failure to provide a service or facility, where the standard of the service or facility has fallen below the standard that might reasonably be expected

or where there is a reasonable expectation that the service or facility would be provided would be covered by this procedure.

What is an appeal?

An appeal is 'a request for a review of a decision taken by an individual or body charged with making decisions about any aspect of a service provided by New Wine Ireland.'

Time limits

There are time limits by which you must raise your complaint or appeal and by which New Wine Ireland must provide a full response. Once your complaint or appeal has been dealt with there are further time limits within which, if you remain dissatisfied, or if you still have grounds to believe the decision is incorrect, you must refer your complaint or appeal to the next stage.

Any complaint, appeal or referral received after a time limit has expired will be 'out of time' and will not be considered unless there are exceptional circumstances which prevented you from meeting the time limit.

Confidentiality

Your complaint or appeal will be dealt with in confidence and the detail will only be shared with staff or Directors/ Trustees who need to know in order to investigate and respond to the issues you have raised. Any person identified in a complaint or involved in the decision being appealed will be given details of the complaint or appeal and have the right to respond as part of the investigation.

Ineligible complaints or appeals

New Wine Ireland will reject a complaint or appeal without full consideration of the issues if the complaint or appeal is judged to be ineligible.

A complaint or appeal may be ineligible if it can be described as one or more of the following:

- The complaint is out of time and there are no exceptional circumstances for extending the time limit.
- The complaint or appeal reveals no facts, evidence or other circumstances which could reasonably support a complaint against New Wine Ireland or an appeal against a decision of the organisation.
- The substantive issues in the complaint or appeal have been addressed previously and New Wine Ireland's procedures have been completed.
- It is being pursued in an unreasonable manner likely to cause disruption, distress, inconvenience, delay or unreasonable expense.
- It contains wholly unsubstantiated accusations against New Wine Ireland staff or volunteers alleging discrimination, harassment, fraud, dishonesty, conflict of interest, sexual impropriety or other serious misconduct.

Expected standards of behaviour

New Wine Ireland staff will deal with your complaint or appeal courteously and respectfully and, wherever possible, in such a way as to resolve any problems as quickly and effectively as possible. We understand that you may be upset when you call or write to make a complaint or appeal, but New

Wine Ireland staff also have the right to be treated in a courteous and respectful manner, and will not deal with your complaint or appeal if they are shouted at, threatened or abused.

Complaints procedure

Time limits

A complaint must be brought to the attention of New Wine Ireland as soon as practicable and, in any event, within 60 days of the issue occurring.

Once your complaint has been dealt with there are further time limits within which, if you remain dissatisfied, you must refer your complaint to the next stage.

Any complaint or referral received after a time limit has expired time will be 'out of time' and will not be considered unless there are exceptional circumstances which prevented you from submitting your complaint or referring it to the next stage within the time limit.

Anonymous complaints

Anonymous complaints will not be accepted by New Wine Ireland as complaints can only be investigated properly when full background information can be gathered.

Third party complaints

Complaints made by third parties will only be investigated if the person concerned has given their written permission that the third party may act on their behalf.

Stage 1: Reporting your concerns

1. If you have cause to complain, you should bring notice of your dissatisfaction to the attention of the area in which the service failure occurred as soon as possible and no more than 60 days after the event. You can write to New Wine Ireland, send an email or ring our office.
2. You should explain your reason(s) for dissatisfaction, providing evidence where appropriate and suggesting what you think could put the matter right.
3. If there has been a service failure or other error and they are unable to put it right immediately or to offer you an agreeable outcome, the member of staff who receives the complaint, by whatever medium, will advise you, within 5 working days of being alerted to your concerns, what action they are going to take, when you should expect to receive a response and by what means.
4. Within 15 working days of receipt of your complaint you will be issued with an 'Outcome Message' (email or letter) which will include a full and detailed response to your complaint(s).
5. If the 'Outcome Message' is not issued within the 15-working day time limit, and you have not received an explanation for the delay, you should contact the New Wine Ireland office to discuss escalation of the complaint to the formal stage.

Stage 2: Making a formal complaint

1. Once you have received the 'Outcome Message', if you do not consider that reasonable steps have been taken to resolve the matter, or if you have not received an outcome message within the time limit (or extended time limit) you may invoke the formal stage of the Complaints Procedure. To do this you must:

- Write to the General Manager of New Wine Ireland within 28 days of the date of the 'Outcome Message'.
 - Explain why the outcome to the informal stage has not resolved the complaint.
 - Set out what you believe New Wine Ireland could reasonably be expected to do to resolve the complaint.
 - Submit any new evidence which has not previously been submitted in support of your complaint.
2. The General Manager will acknowledge receipt of the complaint within three working days of receipt of your complaint. You will be advised whether your complaint has been accepted, and if not, why it has not.
 3. The General Manager will investigate the complaints you have made. He/she will consider the evidence you have submitted, check any records held and seek reports from staff or volunteers as appropriate.
 4. Once your complaint has been fully investigated, you will be sent a Decision Letter. The Decision Letter will set out the matters of complaint, a timeline of events, details of the information or evidence which was taken into consideration, and the outcome of the complaint.
 5. If your complaint is not upheld you will be informed of the reasons for its rejection.
 6. If your complaint is upheld, or partly upheld, you will be informed of the actions being taken to put the matter right and what New Wine Ireland will do to prevent a recurrence of similar issues arising in the future.
 7. In the event of a complaint being upheld or partly upheld the General Manager may also make recommendations in respect of quality assurance procedures or policies.

Stage 3: Requesting a review

1. If, once you have received the Decision Letter, you do not consider that New Wine Ireland has dealt with your complaint in a reasonable manner you may invoke the Review Stage of the Complaints Procedure. To do this you must:
 - Write to the Leader/ Chairperson of New Wine Ireland within 28 days of the date of the Decision Letter. (New Wine Ireland, First Floor, 103-113 Ravenhill Road, Belfast BT6 8DR or email: info@newwineireland.org)
 - Explain why you remain dissatisfied with the outcome to your complaint.
 - Set out the grounds on which you believe New Wine Ireland should review its decision.
2. The Leader/ Chairperson will acknowledge the request for review within 5 working days of its receipt. Within 15 working days of the acknowledgment, he/she will write to advise you whether the review request has been accepted. If it is not accepted you will be advised of the reasons for that decision. You will be given a further opportunity to resubmit your request for a review within 28 days of the decision letter or 15 working days of the acknowledgement of your request, whichever is longer.
3. Where a request for a review meets the requirements in paragraph a above, the Leader/ Chairperson will conduct a review. The review will not be a reconsideration of your complaint – it will look all the matters raised in the grounds of your review and determine whether the complaints process has been followed correctly.
4. Within 15 working days of the date of the eligibility letter the Leader/ Chairperson will complete a report which contains:
 - A summary of your complaint and grounds for review.
 - The background to your complaint.

- A decision as to whether the General Manager’s decision should be set aside, set aside in part, or confirmed.
- An explanation of the reasons for the decision.

Completion of procedures

The Leader/ Chairperson is the final authority in relation to complaints.

General Manager

Complaints about the General Manager will be dealt with by the Leader/ Chairperson.

Leader/ Chairperson

Complaints about the Leader/ Chairperson will be dealt with by an Acting Chairperson (for the purpose of investigating and reporting on a complaint), elected by the remainder of the Board of Directors/ Trustees.

Additional information

‘Concerns about charities guidance’ published by The Charity Commission for Northern Ireland (December 2015):

<http://www.charitycommissionni.org.uk/concerns-and-decisions/concerns-about-charities-guidance/>

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