

CHTC Complaints and Appeals Procedure

This procedure details how an individual lodges a complaint or appeal following a safeguarding or equality and diversity incident.

1. CHTC will appoint a committee member to investigate a complaint or appeal who is independent from the original incident, in order to handle the complaint as objectively as possible. Where this is not possible an external mediator may be chosen.
2. A meeting to discuss the complaint/appeal will be arranged between the complainant and the appointed committee member within 21 days of the appeal/complaint being received.
3. All parties will be fairly heard in the process, and any individuals requiring additional support in the process, such as bringing a companion to the meeting, will be allowed.
4. An individual is able to make an appeal up to 14 days after being notified of the first decision.
5. An appeal can only be made where new evidence has become available or due process has not been followed.
6. Individuals will be notified of any decisions made in writing within 14 days of the appeals meeting.