

How we will deal with complaints against staff

Introduction

- 1 We will follow this procedure whenever we receive a complaint about a member of CNHC staff.
- 2 We have designed the procedure so that we deal with complaints as fairly, transparently, quickly and effectively as possible.

How to complain

- 3 Complaints must be in writing and signed by the person making the complaint. You need to give us enough detail about the behaviour you are complaining about so that we can understand the problem and give you an answer. Usually, we need you to write to us within three months of your knowing about the behaviour you are complaining about.
- 4 If you want to complain about the Chief Executive & Registrar, you should write to the Chair. If you want to complain about any other member of staff, you should write to the Chief Executive.

The action we will take

5 First steps

- 5.1 The Chair or the Chief Executive will decide whether to try to resolve the issue informally, before starting the formal part of the procedure. The decision will be based on:
 - a the nature and seriousness of the issue being complained about, and
 - b the seriousness of the consequences if the complaint is upheld
- 5.2 If the Chair or the Chief Executive decides to try to resolve the issue informally, we will normally stop using this procedure. Instead, we will follow an informal process, and use mediation or another way of resolving the issue. (But please see paragraph 5.4.)
- 5.3 At any stage the Chair or Chief Executive may decide to offer informal advice to the member of staff about their future behaviour. The advice should normally be given during a face-to-face meeting and confirmed afterwards in writing.
- 5.4 If informal steps are unsuccessful, or if the Chair or Chief Executive decides not to resolve the issue informally, the formal phase will start.

6 The formal phase

We will deal with the complaint in line with the [ACAS Code of Practice on Disciplinary and Grievance Procedures](#).