

Complaints Procedure

Anybody can express dissatisfaction with any aspect of the health walks scheme, it could be a minor concern about a walk, or it could be a more serious matter. The complaint could be about a leader, another walker or the scheme itself.

To resolve any level of complaint the following procedure should be followed:

We encourage those who are involved to share and discuss their complaint. This could involve having a talk with the person or people concerned about behaviour whilst embracing our scheme and leader/walker agreements.

These discussions should:

- Have all the people involved discreetly and sensitively
- Ensure confidentiality is maintained at all times
- All parties involved do not speak to others about what has happened
- Everyone is kept updated.

If the concerns, grievances or complaints cannot be resolved then engagement with the health walk coordinator will be required.

We aim to respond to all complaints and concerns and resolve them quickly, fairly and effectively.

We will acknowledge your complaint no later than five working days after receipt and wherever possible, we will provide a full resolution within 14 days of receipt of your complaint.

Where your concerns require us to examine a situation in more detail or we are not able to resolve them straight away, we will acknowledge your complaint and will keep you updated as necessary.

In any event, you should expect to receive a full response from us at the earliest opportunity and no later than 14 days from the date we received your complaint.

We welcome complaints by email, phone, letter, via our website and face-to-face. To help us deal with your enquiry, please explain your concerns as clearly and fully as possible. We encourage complaints to be submitted within a month of their occurrence and do not normally investigate a complaint if it is after 12 months of it occurring.

We do not generally investigate anonymous complaints or accusations.

We do not progress complaints that we believe are vexatious or malicious.

In Summary:

Concerns and complaints about any aspect of a health walk should be dealt with at a local level. We encourage complaints to be raised with the local group detailing where and when the concern took place.

Whoever receives the initial concern or issue should find out what they can, apologise if necessary, and resolve the concern, if they feel able to do so. In most cases, this informal approach will resolve the concern.

All discussions should be fair, discreet and confidential, and all parties should be kept fully informed with every possible attempt made to resolve a concern fairly and promptly.

Alternatively, the person making the complaint may wish to complain through our council procedure:

[Procedure for complaining about council services | North Somerset Council \(n-somerset.gov.uk\)](https://www.n-somerset.gov.uk)