

Good Work Pledge Complaints and Feedback Procedure

Who can complain or provide feedback?

It's important that the Good Work Pledge is a robust and credible scheme that recognises employers for their good practice. As part of that it's important that any feedback or complaints are managed and responded to in a fair and timely manner that upholds the integrity of the scheme.

We are open to receiving feedback and complaints, this could be from current and former employees of an accredited member or from any external persons wishing to contact us about an element or members of the Good Work Pledge (GWP).

The information that follows provides information about how to complain or provide feedback. When you contact us, please give us your name and address - including your postcode - and your phone number. If you prefer, you can ask a friend or relative to speak or write to us for you, however, please ensure you have their permission and that their contact details are provided for any responses.

Our contact details:

Email: goodwork@northeast-ca.gov.uk

Post: Good Work Pledge, North East Combined Authority, The Lumen, Newcastle Helix, St. James Boulevard, Newcastle upon Tyne, NE4 5BZ.

What can a complaint or feedback be about?

Your complaint or feedback should relate to a Good Work Pledge accredited organisation and their conduct in relation to the Good Work Pledge accreditation standards, specifically the [5 Pillars](#) criterion that all awards are based on. Where a complaint or feedback suggests behaviour is illegal, the complainant will be advised to contact the appropriate authorities.

Complaint and Feedback Process

Your feedback or complaint will be handled by a Good Work Pledge team member.

All enquiries received will:

- Receive an acknowledgment within 3 working days.
- Receive a full response within 25 working days or explain why it might take longer.
- Provide details of who has investigated your complaint and their decision on it.
- Advise you on how to take your complaint further if you are still unhappy with the result.

Initial Compliant/Feedback for *Current Employees* (stage one):

We would advise that before raising your complaint with North East Combined Authority Good Work Pledge (GWP) team that you explore the following options:

- As an employee of the accredited employer, speak to your line manager or HR representative.

You can also:

- seek guidance from [ACAS](#); UK Government's funded employer relations arbitration and advice service.

and/or

- if you are a member of a Trade Union, you can also speak to your union representative for further advice and support.

Should your complaint remain unresolved, the North East Combined Authority GWP team can contact your employer anonymously and request a response within 15 working days. When you contact us, please let us know the steps you have already taken to resolve the issue.

Initial Complaint/Feedback for *Former Employees or External Persons* (stage one):

- The North East Combined Authority GWP team can pass your complaint/feedback to the accredited business anonymously. We will request response within 15 working days and relay the response to you.
- Should you prefer to contact the organisation directly. The North East Combined Authority GWP team will request a contact at the organisation and forward it to you. The complainant and the organisation will be asked to keep us informed of any outcome.

Reviewing Response (stage two)

Whether a current/former employee, or external person the North East Combined Authority GWP team will review the response from the accredited organisation. If North East Combined Authority GWP team feel the response is deemed to affect the accreditation of the organisation, the North East Combined Authority panel will decide on a final response including any action to be taken with regards to that organisations award status. You will be informed of the outcome by your preferred contact method.

If North East Combined Authority GWP feel no further action is required, you will be advised that the complaint has been reviewed and the response does not affect their accreditation. If you require contact information at the accredited businesses, this can be requested.

Feedback obtained on any accredited business will be taken into consideration at any subsequent GWP revalidation.

Complaint Review (stage three)

If you have been through Stages 1 and 2 of the GWP Complaints and Feedback procedure and you feel your complaint or feedback has not been handled in accordance with the GWP Complaints and Feedback procedure correctly, you may further follow the [North East Combined Authority's Complaints Procedure](#). Please do this within 10 working days of receiving the outcome of Stage 2.

Confidentiality

All complaints are dealt with in confidence at every stage, but some information will inevitably be shared for the purpose of investigating your complaint.

The information you provide will:

- be recorded on computer,
- be treated by us as confidential under the requirements of the Data Protection Act and UK GDPR,
- where appropriate, used by us for the effective administration of official business and other official purposes.