

1. Introduction

1.1 KMEP and BAB are committed to creating a work environment with the highest possible standards of openness, probity and accountability. In view of this commitment we encourage employees and others with serious concerns about any aspect of KMEP's and its sub-group's work to come forward and voice those concerns without fear of reprisal.

1.2 Employees working closely with KMEP and BAB are expected to adhere to Kent County Council's complaints policy, which can be found at www.kent.gov.uk Kent County Council acts as the Accountable Body in the region for KMEP & BAB and employs the KMEP Secretariat staff.

1.3 For third parties and members of the public, please follow the confidential complaints procedure outlined in this Policy.

2. Confidentiality

2.1 If a member of the public or a third party wants to make a confidential complaint or raise a concern, it will be treated in confidence and every effort will be made to protect the person's identity if they wish to remain anonymous. We will investigate all complaints or allegations.

3. Anonymous allegations

3.1 We take all complaints and concerns raised by members of the public and third parties seriously. We will investigate anonymous allegations but remind complainants that when people put their names to an allegation the ability to investigate and therefore reach firm conclusions is strengthened. Concerns expressed anonymously will be considered at the discretion of KMEP. When exercising this discretion the factors to be taken into account would include:

- the seriousness of the issue raised;
- the credibility of the concern; and
- the likelihood of confirming the allegation from attributable sources.

3.2 Where details are gathered, KMEP will put in place appropriate data protection arrangements in line with the Data Protection Act 1998.

4. Confidential Complaints Procedure

4.1 KMEP is aware that the organisation's ordinary complaints procedure may not be suitable if someone wants the complaint to remain confidential. If you would like to make a confidential complaint please write to: Sarah Nurden (KMEP Manager) c/o Kent County Council County Hall, County Road, Maidstone, ME14 1XQ.

In doing please ensure you state that you want the complaint to remain confidential.

Alternatively, complaints can be logged by using the Contact Form on the KMEP website.

5. Action taken by KMEP

5.1 Your concern will be confidentially investigated by the KMEP Manager. You can expect KMEP to:

- Contact you within 10 clear working days to acknowledge the complaint and discuss the appropriate course of action.
- Write to you within 28 clear working days with findings of the investigation. If the investigation has not concluded within 28 clear working days, the officer will write to you to give reasons for the delay in resolving the complaint.
- Take the necessary steps to rectify the issue.

5.2 If you are unhappy with the outcome of the complaint or the complaint involves those responsible for the confidential complaints procedure, you can escalate your concerns through KMEP's Accountable Body which is Kent County Council.

To submit your complaint to KCC, please:

- [fill in our online form](#) or
- call [03000 41 41 41](tel:03000414141) or text relay 18001 03000 41 41 41
- or email county.hall@kent.gov.uk