

Internal monitoring, dispute resolution and Compact improvement process

Aims:

- To provide a process to log challenges in the implementation of the Compact in order to identify areas for improvement.
- To define clear expectations for the resolution of any difficulties swiftly and informally in the first instance.
- To provide a mechanism the Steering Group to respond more formally to more serious breaches of the Compact agreement

Scope

As with any process dealing with dissatisfaction or mismatched expectations, the aim will always be to ensure efficient resolution, preferably informally, for all parties concerned. The process should be comprehensive enough to respond to all complaints without being burdensome for the partners, and be focused on improving outcomes for the Compact as a whole.

Process

First point of call

Designated 'Compact Officers' in each of the partner organisations should be the first point of call for those experiencing problems with implementation of the Compact. Staff or volunteers should approach their organisation's own Compact Officer in the first instance to voice their concern. Compact Officers should use the Compact Officer network to identify the appropriate contact and identify whether the concerns can be addressed with a short conversation.

Stage One

When concerns cannot be immediately resolved, the form overleaf should be used to document the issue in order to identify any changes to the Compact document, implementation processes, promotion or training which may be required.

Stage two

Should the partner organisations not be able to resolve the difficulties independently, the matter will be investigated by a Compact Steering Group Co-Chair or nominee (e.g. another member of the Steering Group).

Stage three

If the difficulties cannot be resolved through this internal process, organisations are referred to the independent services of Compact Advocacy Programme.

Conclusion of process

Once the matter is resolved and recommendations identified to improve the Compact and supporting mechanisms, the form should be referred to the Steering Group for consideration.

Timeframes

Stage one – Once the form overleaf is sent from one Compact Officer to another, a preliminary response should be sent within 10 working days. This should set out what action is being taken to identify the cause of the difficulties or resolve it.

A full response should be provided within 25 working days and copied to the North Yorkshire County Council Compact Officer (or Co-Chair of the Compact Steering Group where the NYCC Compact Officer is initiating or investigating the matter.

Stage two - If an organisation is not satisfied by the response received, it should refer the matter to the Chair of the Steering Group who will investigate the matter and provide a response and recommendations within 15 working days.

Any deviation from these timeframes must be agreed by all parties.