



## COMPLAINTS POLICY AND PROCEDURE

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## **1. INTRODUCTION**

BAVO is committed to providing a high quality service to everyone that we deal with. In order to accomplish this, it is important that we listen and respond to the views of people who use our services. By responding promptly and positively learning from this feedback we learn from mistakes and continuously improve our services.

## **2. WHAT IS A COMPLAINT?**

A complaint is an expression of dissatisfaction with BAVO involving its staff, services or trustees that may or may not be justified. This policy covers:

- Complaints about the services we provide;
- Complaints about the behaviour of our staff or trustees;
- Any action or inaction by a member of BAVO staff or a trustee that results in a poor outcome for an individual or group.

BAVO will attempt to ensure that all complaints are treated fairly and consistently and aim, wherever possible, to resolve the complaint to the complainant's satisfaction. All complaints will be kept as confidential as possible, (in some cases it may not be possible to do this and the complainant will be advised accordingly).

## **3. COMPLAINTS PROCEDURE**

### **3.1 Stage 1:**

If you have an issue of concern and have been unable to resolve it informally with BAVO you can make a formal complaint in the following ways:

- By completing a complaints form (Appendix A) and sending to the Operations Manager c/o BAVO;
- By telephone: you can telephone in your complaint to the Operations Manager who will document it.

In all cases it will help to resolve the complaint more quickly if you give as much detail as possible including any documents and correspondence that is relevant when making the complaint.

BAVO will acknowledge the complaint in writing within five working days of receiving it and will provide a full, written response to the complaint within 20 working days.

### **3.2 Stage 2:**

If you are not satisfied with the response to your complaint you can write to BAVO's Chief Executive and request that your complaint and the response are reviewed. This will be acknowledged within five working days of receipt and a written response will be given within 20 working days.

### **3.3 Stage 3:**

If you are not satisfied with the response from BAVO's Chief Executive you can appeal to the Chair of the Exec Board of BAVO stating why you are dissatisfied with the outcome.

The Chair of the Exec Board (or their nominee), will respond normally within 10 working days to acknowledge your complaint and advise you of the timescale required to deal with it.

The findings of the Board will be final.

**3.4 Timescales for escalating a complaint:**

Following any stage of the procedure, you have a maximum of 10 working days from the date of the response to request that your complaint be progressed to the next stage.

**3.5 Extending response timescales:**

We aim to complete all complaints in the timescales specified; however, sometimes a complaint is very complex and it is necessary to extend the time limit. If this is the case, we will keep you informed of the progress of the investigation, the reasons for the delay, and the revised deadline.

**3.6 Unsatisfactory response:**

If you remain dissatisfied with the response from BAVO, you may wish to refer your complaint to the Charity Commission. Please be mindful, the Charity Commission can only deal with complaints of a particular nature,

**4. VEXATIOUS COMPLAINTS:**

A very small minority of people make complaints that are vexatious, in that they persist unreasonably with their complaints, or make complaints in order to inconvenience BAVO rather than genuinely to resolve a grievance.

This may involve making serial complaints about different matters, or continuing to raise the same or similar matters over and over again.

If their persistence adversely affects our ability to do our work and provide a service to others, we may need to address unacceptable contact and behaviour by altering the way we investigate their complaints. If this course of action is taken, correspondence will still be read in case it contains new information, but may not be acknowledged and responded to as per the above process. The complainant will be informed of this and given a timescale for how long this will remain the case.

When persistent complainants make new complaints about new issues these will be treated on their merits and decisions will need to be taken on whether any restrictions which have been applied before are still appropriate and necessary.

## BAVO complaints form

Please write clearly or type:

Your details:

<b>Title:</b>	
<b>First name</b>	
<b>Surname</b>	
<b>Address</b>	
<b>Postcode</b>	
<b>Daytime phone number</b>	
<b>Email</b>	

Details of your complaint, (if the complaint is about a specific individual please include their name).

**Please give details of the specific nature of your complaint and attach any supporting information. Attach extra sheets if necessary.**

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**Declaration:**

I understand that BAVO may need to disclose details of the complaint to relevant individuals/organisations in order for them to be able to respond properly.

To the best of my knowledge I have given accurate information about this complaint.

<b>Signature:</b>		<b>Date:</b>	
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This policy will be reviewed as and when necessary or every three years

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