



## **Brigitte Trust Policy**

### **Complaints and Compliments Policy and Procedure**

#### **1.0 Introduction**

Brigitte Trust is committed to providing the highest quality of services to clients, their carers and their other family members. This commitment extends to all areas of our work and extends to all communication with those with whom we are in contact.

#### **2.0 Aims**

We will value compliments and complaints and recognise their importance in informing us about the quality of our service and commit:

- That when we make mistakes we will acknowledge them, where possible correct our errors and learn from them
- Any complaint investigation, whether informal or as part of the formal complaints procedure, is to provide as full an understanding of the situation as possible. Only then can the appropriate action be taken that will, where possible, resolve the matter in a way that is satisfactory to all concerned.
- That our clients and others will be satisfied at all times with the service they receive and by the way they are treated.

#### **3.0 Procedure**

##### **3.1 Awareness, Treatment and Reporting of Complaints**

- Copies of the Complaints Procedure will be freely available on information provided to clients, our service leaflets and on our website
- Any complaint received will be treated as serious and will be dealt with sensitively, confidentially and in compliance with the Complaints Procedure
- Members of the public have a right to make a complaint and if an employee or volunteer feel a complaint is being made to them (even if this is not explicit) they must take note of it and report it to the Service Co-ordinator (SCO) or the Charity Manager.
- Any complaint that involves or may involve a safeguarding issue must immediately be reported to the Safeguarding Officer and Charity Manager. Such cases are likely to be reported to the Safeguarding Authority and be subject to investigation by them
- Any employee or volunteer who receives a complaint either about an incident, themselves or about another staff member of Brigitte Trust will immediately inform the SCO who will advise the Charity Manager.
- During the investigation of any complaint, details of all discussions between the complainant, any other party to the complaint and any actions taken will be recorded in a designated file held by the Charity Manager
- All reasonable efforts will be made to find a solution that is acceptable to all concerned
- Complainants will be given opportunities to discuss the problem and will be encouraged to use a friend to support them where appropriate
- Brigitte Trust will, wherever possible, use the Complaints Procedure as a means of improving its services



### **3.2 Formal Complaints Procedure**

It is hoped that most complaints can be resolved by talking the problem through with those concerned; it should therefore be unnecessary to invoke the formal Complaints Procedure. However, if this is not possible and if the complainant wishes, then the staged approach will be used.

#### Stage one

The Complainant should write to the Charity Manager with details of their complaint. Receipt of the letter will be acknowledged within one week. The complaint will be investigated by the Charity Manager

#### Stage two

If the outcome of the investigation at stage one is not acceptable to the complainant, then a panel comprising the Chair, Another Trustee and Charity Manager will jointly review the complaint. The complainant will be advised that they can bring a supporter or advisor to aid them in their presentation to the panel. They may give either oral or written statements to support their view

#### Stage three

In the event that the matter is still unresolved, then the complaint will be heard by a panel consisting of the Chair, a Trustee and a person independent of the organisation and with relevant senior level experience. The complainant will again be able to put their view forward, by written and/or oral means, assisted by a supporter if appropriate. The panel will fully review the complaint and make recommendations to the Trustees and the Charity Manager.

At each stage a written reply with details of the investigation and any proposed actions will be sent to the complainant, normally within three weeks of the formal complaint being received. Where appropriate a meeting will be offered to discuss the outcome of the investigation

Normally each stage of the procedure should be completed within two weeks. Where this is not possible complainants will be kept informed.

In cases of a complaint against the Charity Manager complaints should be made directly to the Chair.

### **3.3 Complaints to External Bodies**

- Safeguarding complaints will be referred to the Safeguarding Authority
- Children must be advised of their right to complain under Section 26 of the Children Act 1989.
- The Charity Manager must determine if any contract for these services contains a requirement to report the complaint to the health or local authority or other body. Normally, if required, these complaints must be made immediately

### **4.0 Compliments**

Brigitte Trust considers it of great importance that clients, their families, professionals, voluntary organisations and others write or contact us to express their thanks and express how much our service and the work of our employees and volunteers is valued.

These compliments are used to reinforce good practices and in evidencing the value of our work.



## 5.0 Monitoring of Complaints and Compliments

All complaints and a sample of the compliments received will be presented to the Board of Trustees annually. However significant complaints for example those that represent a safeguarding issue, that may result in legal action or loss of reputation or negative effect on contracts or funding, will be reported individually to the Chair at the earliest opportunity and then to the Board of Trustees.

Date reviewed	June 2020
Date to be reviewed	May 2023
Date approved	July 2020