


BGNS	Good Neighbours Scheme Complaints Policy	
------	--	---

A complaint is any expression of dissatisfaction by any service user or stakeholder, whether justified or not. Complaints should be seen as an opportunity for the group to improve the quality of its services, and to improve relations with its stakeholders and service users.

Serious complaints

Any complaint thought to be of a serious nature – such as fraud or sexual offences - will be passed immediately to the organising group and brought to the attention of BedsRCC for additional support and guidance.

All complaints

All complaints will be treated with respect and should follow the procedure below:

Stage 1

When a verbal complaint is made, the volunteer to whom the matter has been raised will:

1. Be courteous.
2. Minimise the need for the complaint to be made, if possible.
3. Record the complaint taking the following details:
 - a. The name and address of the complainant
 - b. Detail of the complaint
 - c. What redress the complainant wants
4. Read back the complaint for verification
5. Inform the complainant what the next steps will be under Stage 2.

Stage 2

1. The complaint (written or verbal) will be passed to the organising group.
2. If the complaint is about the organising group, then the complaint will be given to the Chair who will inform BedsRCC.
3. A letter will be sent acknowledging the complaint within 5 days, explaining the group's complaint procedure and timescales.

4. The complaint will be investigated and recommendations made.

Stage 3

1. BedsRCC should be informed of the nature of the complaint and the recommendations of the investigation.
2. BedsRCC will either support the recommendations or after consultation with the organising group may require a further investigation.

Stage 4

1. The complainant will be contacted in writing with the response to the complaint.

Stage 5

1. The complainant may appeal against the decision to the organising group. Initially this should be in writing. A member of the organising group will then contact the complainant to arrange a meeting between the complainant and the organising group. The complainant has the right to be accompanied by a friend or family member or other person for support.
2. If the organising group does not accept that the complainant gives good reason why the earlier decision was unacceptable, either or both parties may request a meeting with BedsRCC who will act as mediator to try to reach a mutually acceptable agreement.

Investigating complaints

1. Investigations should be appropriately thorough and fair.
2. Investigators should seek to establish whether or not the complaint is fully justified, partially justified, or not justified, with reasons.
3. Investigators should identify whether redress is suitable or possible and within the group's capacity to redress.
4. The organising group should also identify appropriate remedies for improvement.
5. BedsRCC may in conjunction with the organising group instigate a further investigation.