

BRSG Complaints Policy - 12th January 2017

For the purpose of this policy the definition of a complaint:-

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Bude Refugee Support Group.

Handling complaints well:

- Demonstrates your commitment to providing the best possible service.
- Helps to find out what went wrong & how to fix it.
- Helps prevent things going wrong in the future.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the board of trustees of BRSG.

Review

This policy is reviewed annually and updated as required.

Adopted on ...12th January 2017.....

Last reviewed

[2]

Complaints Procedure of BRSG

Publicised Contact details for Complaints.

Written complaints may be sent to BRSG at 'Dene Lodge House', Morwenstow, Cornwall EX23 9SL or by email at mary.whibley@gmail.com

Verbal complaints may be made by phone to 01288 331424 or in person to any member of BRSG.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

All complaints need to be recorded.

The person who receives a phone or in-person complaint should:-

- Write down the facts of the complaint.
- Record the complainant's name, address & 'phone no.
- Inform the complainant that we have a complaints policy.
- Tell the complainant what will happen next & the timeframe.

See appendix 1 for further guidelines re verbal complaints.

Resolving Complaints.

Stage 1.

Often a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible & appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed on to Chair of BRSG Mary Whibley (M.W.) or another nominated trustee within 1 week.

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Complaints procedure (cont.).

On receiving the complaint it will be recorded by the trustee in the complaints log. If it has not been resolved already, they may delegate an appropriate person to investigate it and take the necessary action.

If the complaint relates to a specific person, they should be informed & given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within a week. The acknowledgement should say who is dealing with the complaint and when the person complaining should expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within 4 weeks. If this is not possible e.g. an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, conclusions from the investigation and any action taken as a result of the complaint.

Stage 2.

If the complainant feels that the problem has not been satisfactorily resolved at stage 1 they can request that complaint be reviewed by the trustee board.

A request for a trustee board level review should be acknowledged within 1 week of receiving it. The acknowledgement should say when the complainant can expect a reply, ideally within 4 weeks. If this is not possible, e.g. an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

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Complaints procedure (Cont.).

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, conclusions from the investigation and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the board decides it is appropriate to seek external assistance with resolution. External sources might include the Charity Commission, Home Office or Cornwall Council.

The person who dealt with the complaint at stage 1 should not be involved at stage 2 but kept informed of what is happening.

Monitoring & Learning from Complaints.

The complaints log will be reviewed annually by the trustees. Any further actions necessary to eliminate complaints will be recorded & implemented by trustees.

The resettled family will be made aware of the complaint procedure by an interpreter. A translated 'reminder' regarding the policy will be in the Information Folder. The family will sign to say that they are aware of how to make a complaint. An interpreter will be available to the family through out all stages of a complaint.

[5]

Appendix 1 – Guidance for Handling Verbal Complaints.

- Remain calm & respectful throughout the conversation.
 - Listen – allow the person to talk about the complaint in their own words. Sometimes the person just wants to ‘let off steam’.
 - Don’t debate the facts, especially if the person is angry.
 - Show an interest in what is being said.
 - Obtain details about the complaint before any personal details. Ask for clarification wherever necessary.
 - Show that you have understood the complaint by reflecting back what you have noted down.
 - Acknowledge the person’s feelings (even if you feel that they are being unreasonable) – you can do this without making a comment on the complaint itself or making any admission of fault on behalf of BRSG e.g. “I understand that this situation is frustrating for you”.
 - If you feel that an apology is deserved for something that was BRSG’s responsibility, then apologise.
 - Ask the person what they would like done to resolve the issue.
 - Be clear about what you can do, how long it will take & what it will involve. Don’t promise things you can’t deliver.
 - Make sure the person understands what they have been told.
- END.