



## **Bude Refugee Support Group Complaints Policy**

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 BRSRG. Complaints may be made to any one of the Trustees.

Updated and approved by trustees March 2021