

BRENTOR & MOOR COMPASSIONATE NEIGHBOURS **COMPLAINTS POLICY AND** **PROCEDURES**

Aims

Brentor & Moor Compassionate Neighbours (BMCN) aims to provide the best possible service, but if we should, in your opinion, fall short of the high standards we set, there is a redress procedure which you can use. You may request a Complaints Form from a member of BMCN, by email at bmcneighbours@gmail.com , or alternatively this can be downloaded from the BMCN website, www.bmcneighbours.org

Our Approach

- 1.1 BMCN values its volunteers and clients thoughts and feelings
- 1.2 BMCN welcomes constructive criticism as an opportunity to learn.
- 1.3 BMCN's members (including committee members, paid and unpaid staff and volunteers) will listen and take a note of any complaints in a non-judgemental and courteous way.
- 1.4 BMCN members will apologise if they are in the wrong.

Procedures

- 2.1 All complaints should be recorded in the Complaint File to allow BMCN to improve its services.
- 2.2 The BMCN Co-ordinator (or a Deputy assigned by the BMCN Committee) is empowered to deal with any minor complaints.
- 2.3 If the BMCN Co-ordinator (or a Deputy assigned by the BMCN Committee) is unable to rectify the complaint then the matter will be escalated to the BMCN Committee, who will investigate the circumstances and record the outcomes.
- 2.4 The Chair of the Committee will acknowledge in writing, the receipt of any such escalated complaint, (normally within 48 hours).
- 2.5 The BMCN Committee will undertake to investigate the circumstances leading to the complaint.

- 2.6 The Chair of the Committee will communicate the results of the inquiry to the complainant within twenty-one days maximum.
- 2.7 Where appropriate BMCN shall make a written apology (signed by the Chair of the BMCN Committee) to the complainant.
- 2.8 A record shall be kept of all complaints and the BMCN Committee shall be regularly informed of the number and nature of any complaints and the action taken.
- 2.9 If the complaint is directed against the Chair of the Committee, it shall be handled by another member of the Committee.

Equality and Diversity

We aim to be an organisation that values, recognises and responds to the diverse needs of members and those we serve. We adhere to the Equality Act 2010 and will not discriminate against any person or other organisation with particular reference to the protected characteristics.

Monitoring and Review

The BMCN Committee will regularly review the operation of this policy. The policy itself will be reviewed annually.

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| Agreed by the BMCN Committee | |
| Signature | Date 30.03.2017 |