



West Norfolk Befriending Complaints Procedure

West Norfolk Befriending aims to provide a high standard of service in all aspects of its work.

Purpose

The aim of this procedure is to provide a means of allowing people to register complaints about the service they have received from West Norfolk Befriending (WNB), to deal with complaints as quickly as possible and to provide an acceptable answer to the complainant. To provide the Board of Trustees with a means of monitoring the performance and level of service achieved by WNB.

This procedure applies to all volunteers (including trustees) and clients of WNB and is the mechanism to register complaints with the charity. Employees should use the Grievance procedure.

All complaints or adverse comments must be dealt with in a fair, competent and timely manner, to ensure WNB benefits from the findings. It is important all volunteers and clients feel safe in being open and honest when explaining the part they have played. It is extremely important to acknowledge and uphold confidentiality at all times whilst reporting, recording and investigating a complaint. WNB considers it very important not to dismiss the severity of concerns or ignore complaints and comments. All staff , volunteers and clients are expected to report these matters to the CEO in writing and give them any notes or letters received.

This procedure is for formal complaints which have not been able to be concluded to satisfaction informally.

Informal complaints can be raised with the CEO verbally.

If you believe that your concern has not been dealt with or is more serious it can then be raised formally using stage one.

Stage 1 – Initial complaint

You can contact WNB by letter or email, this will be acknowledged within 10 working days of receipt.

The WNB Operational Support Officer or their delegate will investigate the complaint examining all the circumstances relating to the complaint. This may require discussion with members of staff and/or members of the public as necessary in order to validate the facts relating to the complaint. The findings, and proposed outcome will be given to the CEO.

The result of the complaint will be communicated back to the complainant within six weeks.

Stage 2 - Appeal to CEO WNB

In the event that the complainant is unhappy with the outcome of the investigation, an appeal may be lodged in writing to the CEO of WNB. The CEO will consider and respond within four weeks from the receipt of the request to appeal.

Stage 3 -Appeal against stage two decision

In the event that the complainant is still unhappy a further appeal may be lodged with the Chair of the WNB Board of Trustees. The Chair will arrange for a meeting to take place between the complainant and two members of the Board of Trustees, where the complaint and responses will be discussed. The meeting shall take place within four weeks of the receipt of the request for a further appeal. Once the complaint has been discussed, the two members of the Board of Trustees involved with the further appeal will decide what, if any, action is necessary and inform the Chair of WNB. The complainant will receive an explanation, in writing from the Chair of trustees.

A copy of the recommendations of the Board of Trustees will be sent to the WNB CEO.

All complaints received will be logged by the CEO.

The Board of Trustees will review complaints every two years to identify trends and consider action to improve the service. In the light of the recommendations of the Board, the CEO will implement agreed actions. This policy will be reviewed biennially unless more frequent review is required by changes in legislation or as a result of expressions of concern as its operation.

Please Note

WNB holds a zero tolerance approach to verbal abuse, harassment and Intimidation. Behaviour of this nature will not be tolerated under any circumstances.



Chair of Trustees

Date 1.2.2021