



## **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 clients of WNB and is the mechanism to register complaints with the charity.

Employees should use the Grievance procedure.

Volunteers should use the Volunteers problem solving procedure.

Trustees should use the Trustee problem solving 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 Chief Executive 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 Chief Executive 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 Chief Executive.  
The result of the complaint will be communicated back to the complainant within four weeks.

### **Stage 2 - Appeal to the Chief Executive**

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

If the complaint is against the Chief Executive this will be directed to the Chair of Trustees.

### **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 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 Chief Executive.

All complaints received will be logged by the Chief Executive.

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 Chief Executive 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.

### **Further policies include:**

Trustee Problem Solving Procedures  
Volunteer Problem Solving Procedures  
Grievance Procedure

**Chair of Trustees.....**



**.....Date.....6.2.23.....**