

COMPLAINTS POLICY

Aims of Policy:

Our aim is to ensure that the services delivered meet the needs of the Service Users wherever possible.

Related Procedure:

- Complaints
- Complaints & Representation

Who can make a complaint?

Anyone who receives a service from We are Beams or feels they have a right to a service, or someone on their behalf.

A complaint can be made:

- in person to the member of staff with whom you have contact
- by telephone
- in writing
- by email

The following information should be included:

- name, address and telephone number of person complaining
- the name and address of any person or organisation that is helping with the complaint
- the reason for complaining
- date the complaint arose
- the name of any member of staff who is directly involved and the reason for complaining
- what action the complainant feels should be taken to resolve your complaint

The complaint will be dealt with in confidence and only people involved in the complaint will know about it. However, if the issues involve safeguarding then the rules of confidentiality will not apply.

The stages of the Procedure are clearly laid out and Beams undertakes to make a full response to any complaint in writing within 21 days.

In our response we undertake to:

- 1) write in a way that is easy to understand
- 2) address the points raised
- 3) explain whether or not the complaint has been upheld
- 4) provide a solution if Beams is at fault.
- 5) if the complainant is dissatisfied with the way the issue has been handled, explain how to take things further.

A Review Panel will hear the complaint, for which the person will be offered assistance and guidance.

The Panel will consider all the information and recommend to the Head of Charity what action needs to be taken.

The Head of Charity will consider the Panel's recommendations, and make a decision about how these will be implemented.

A confirmation in writing of the Review Panel's decision will be issued within 28 days.

Can a complaint be withdrawn?

A complaint can be withdrawn at any stage either by informing the staff involved or writing to the Head of Charity however, issues around safeguarding don't apply. Clear contact details and instructions are given within the Procedure.