

Brighter Futures

COMPLAINT & FEEDBACK POLICY



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1. Scope and purpose of policy

The compliments, complaints and feedback policy applies to all the services of Brighter Futures and is available to employees, volunteers and members of the public.

The purpose of the policy is to provide all stakeholders the opportunity to provide meaningful feedback to drive continuous improvement.

2. Policy statement

2.1 Compliments and Feedback

Brighter Futures welcomes feedback from the local and wider community and stakeholders. There are number of options available to provide compliments and feedback to BF.

- Surveys
- Forums
- E-mailing: hello@brighterfutureshyl.co.uk or committee@brighterfutureshyl.co.uk
- By talking to any of our team members
- By writing to the Committee or an individual member of the committee

2.2 Complaints

Brighter Futures welcomes feedback from the community and stakeholders and is committed to continuously improving the services it provides.

Brighter Futures is committed to openness and transparency by providing well publicised and accessible information on how to give feedback or make a complaint.

Compliments, complaints and feedback will be dealt with courteously, fairly and objectively.

Compliments, complaints and feedback are addressed appropriately through Brighter Futures procedures.

Confidentiality

Where it is reasonable to do so, confidentiality will be observed, throughout the operation of this policy. Where a complaint relates to specific individuals, Brighter Futures may seek permission to share such details with them. If permission is not given, it may not be possible for Brighter Futures to fully investigate or resolve the complaint.

Anonymous Complaints

Brighter Futures does not normally accept or act upon anonymous complaints, as by their very nature, it is not normally possible to collect all relevant information for an investigation to take place and respond accordingly. There may, however, be exceptional circumstances where Brighter Futures deems it appropriate to investigate a complaint from an anonymous source, which identifies a risk to the Brighter Futures itself, our stakeholders or to the public.

Vexatious and Malicious Complaints

A vexatious or malicious complaint is defined as a complaint which is deemed unreasonable or untrue, having been put forward so as to abuse the complaints procedure, or an attempt to defame the name or character of another person. In cases where a complaint is considered to be vexatious or malicious, Brighter Futures reserves the right to terminate investigation of the complaint and may consider legal or disciplinary action.

General Data Protection Regulation (GDPR) and Permission to Disclose

If the complainant wishes for someone else to raise concerns with us on their behalf, Brighter Futures has a legal obligation under the Data Protection Act 2018; with regard to sharing information with third parties. Therefore, Brighter Futures will require written permission to share this information with them.

Before permission is given to share the information with others, the complainant must consider whether our response will include any sensitive information about them. The complainant is required to contact us in advance to tell us which sensitive information we can and cannot share.

Collective/group complaints

Collective/group complaints are expected to identify how each individual has been personally affected by the issues which are being brought to the attention of Brighter Futures. Each individual named in the collective complaint must agree with the content of the complaint before it is submitted and individually sign to say that they are in agreement of the same. Only the nominated spokesperson will receive communication/correspondence from Brighter Futures.

Brighter Futures operates a staged complaint procedure (see Compliments, Complaints and Feedback Procedure on our website).

3. Accountability

- The Committee is responsible for ensuring that the policy and procedure is up to date and published on the Brighter Futures website
- Employees are responsible for the resolution of complaints at Stage 1 and Stage 2 of the procedure
- The Chairperson, is responsible for the review of a complaint at Stage 3 of the procedure

4. Members Involvement

Member input is essential in understanding the experience of participants and must be used to inform quality processes. Any feedback regarding the level of service identified by a complaint must be examined to ensure that the root causes of complaints are addressed and are used to support continuous improvement.

5. Linked Policies and Procedures

5.1 *Linked Policies and statements*

- Safeguarding Policies (VA and CYP)
- Data Protection Policy
- Financial controls Policy
- Various Risk Assessments
- Equal opportunities Policy
- Employee handbook (Brighter Futures employees only)
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