

Complaints Policy

Purpose	This policy aims to ensure that complaints are managed fairly, consistently, and efficiently, providing individuals with a clear process for raising concerns and seeking resolutions.
Lead contact	Senior Operations Manager
Approved by	SLT
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With effect from	1 st September 2024
Next review date	3 years (review annually in line with employment law changes)
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1 Purpose

The Carers Centre is committed to providing high-quality services to all carers, professionals and public in our community. However, we recognise that, despite our best efforts, issues may arise from time to time, and we welcome feedback to help us improve our services. This complaints policy outlines our approach to addressing and resolving complaints in a fair, transparent, and timely manner.

2 Definition of a Complaint

A complaint is defined as any expression of dissatisfaction or concern regarding the services, actions, or behaviour of the Carers Centre, its staff, volunteers, or representatives.

3 Making a Complaint

Complaints can be made verbally, in writing, or electronically. Carers are encouraged to submit their complaints to a member of the team, who will ensure that all complaints are recorded and handled appropriately. Complaints can be submitted:

In person at the Carers Centre office or one of our events.

By phone: 0800 0388 885

By email: Carersupport@banescarerscentre.org.uk

By mail: Woodlands
Lower Bristol Road
Bath
BA2 9ES

4 Handling of Complaints

Upon receiving a complaint, the following steps will be taken:

Acknowledgment: We will acknowledge receipt of the complaint within 5 working days and provide an estimated timeframe for resolution.

Investigation: The complaint will be thoroughly investigated by the appropriate member of staff. This may involve gathering additional information and speaking with relevant parties.

Resolution: We will work to resolve the complaint as quickly as possible. Depending on the nature of the complaint, resolution may involve providing an explanation, offering an apology, taking corrective action, or implementing procedural changes.

Communication: Throughout the process, we will maintain open communication with the complainant, providing updates on the progress of the investigation and resolution.

Closure: Once the complaint has been resolved to the satisfaction of the complainant, we will confirm closure of the complaint and document any actions taken.

5 Escalation

If a complainant is dissatisfied with the resolution provided by the Carers Centre Service Manager, they may request escalation to the Senior Services Manager. If they are still unsatisfied this can be escalated to the CEO. If a resolution cannot be found this can be escalated to the Chair of the Board of Trustees. The Chair will review the complaint and ensure that all avenues for resolution have been explored.

6 Confidentiality

All complaints will be handled with sensitivity and confidentiality. Personal information will only be shared with individuals directly involved in the investigation and resolution of the complaint.

7 Monitoring and Review

We will regularly monitor complaints to identify any recurring issues and opportunities for improvement. This policy will be reviewed annually to ensure its effectiveness and relevance.

8 Contact Information

For further information or to make a complaint, please contact:
Carersupport@banescarerscentre.org.uk