



Title of policy: Compliments, comments and complaints policy

Date of original issue: 30 August 2012

Date of this version September 2022

Version: 3.0

Owned by CEO

Approved by: Board of Trustees

Date of next review: September 2025

Related policies, procedures and guidance:

- Compliments, comments and complaints procedure
- Disciplinary and Grievance Policy
- Whistleblowing Policy

This is a discretionary policy, which does not form part of a contract of employment. The Board of Trustees of Carers in Bedfordshire may vary or amend the policy as it deems necessary.

The term staff is used in this document as a generic statement to refer to any person working for Carers in Bedfordshire in any capacity and includes volunteers, part time staff, Board members, sessional/ temporary workers and placement students.

Policy Statement

Carers in Bedfordshire is committed to providing high quality activities and services and welcomes any feedback on how well we have done this or could improve in the future.

Any complaints relating to the running of Carers in Bedfordshire, the service it provides or related matters shall be acknowledged, recorded, investigated and a timely response provided. Carers in Bedfordshire take all complaints seriously, as the opportunity to make service improvements and rectify any omissions in service to carers.

Responsibility for Implementation

The Carers in Bedfordshire Board of Trustees is ultimately accountable for the implementation of our policy, strategy and plans and for monitoring their effectiveness.

Day to day responsibility for implementation and monitoring lies with the Chief Executive Officer and the Leadership Team.

Implementation

There are four key stages in addressing a concern or complaint. Each stage provides the chance to address the complainant's concerns and resolve the matter to their satisfaction.

Step 1: Addressing the issue immediately

Determine whether the complaint is in fact about a Carers in Bedfordshire service. If not, the complaint should be referred to the appropriate body.

If the complaint is found to be the responsibility of CiB, we will attempt to address and resolve the complaint immediately.

Steps 2: Acknowledge

All formal complaints will be acknowledged in writing within five working days detailing the next steps of the process and/or to seek further information.

Step 3: Investigate

An investigation will be undertaken and a full written response will be provided within 20 working days. If a response is not possible within 20 working days, the complainant will be informed of progress and the reason for the delay.

Step 4: If the complainant is not satisfied with the outcome and the written response

The situation will be referred to The Board of Directors of Carers in Bedfordshire, where further attempts will be made to resolve the situation to the complainant's satisfaction.

All complaints and enquiries made to Carers in Bedfordshire (and their outcomes, solutions), whether dealt with verbally or by letter, will be recorded and kept on file for a minimum of six years.

