

Complaints Procedure



References and Definitions

TBA Escalation and Safeguarding policy

<https://www.gov.uk/complain-about-charity>

<https://www.gov.uk/guidance/disagreements-and-disputes-in-charities>

Commitment

B.O.L.D. is committed to providing a quality service by working in an open and responsible way that builds trust and respect for all, B.O.L.D. aims to continue to improve their service by listening to members and customers views and complaints by responding positively and correcting errors.

Where appropriate B.O.L.D. tries to use an informal approach, but if concerns cannot be satisfactorily resolved then the written Complaints procedure should be followed.

B.O.L.D. shall:

- acknowledge written complaints in writing within 4 working days of receipt;
- take appropriate action to handle complaints promptly, reasonably and sensitively and wherever possible resolve them to complainant's satisfaction within 15 working days;
- enable mediation between the complainant and whomever the complaint has been made against;
- make every attempt to ensure that confidentiality is maintained, however where it may not be possible the circumstances will be made clear to the complainant;
- learn from complaints and use them to improve services;

Complainants shall:

- raise concerns promptly and directly with a member of staff or Trustee;
- bring their written complaint to B.O.L.D.'s attention within 4 weeks of the issue arising;
- explain the problem as clearly as possible, including any action taken thus far;
- allow B.O.L.D. a reasonable time to deal with the matter;
- respect confidentiality and recognise some circumstances may be beyond B.O.L.D.'s control.

Written Complaints Procedure. Stage 1

Complainants should either write to : **Complaints**, Manager, BOLD, 106 Clapham Road, Bedford MK41 7PJ or email vanda@bo4ld.org.uk” giving full details of their complaint along with their contact details, Emailed complaints shall include the word “**complaint**” in the Subject part of the Email.

Note: If a complaint concerns the Project Manager then the request will be handled by the CEO.

Written Complaints Procedure. Stage 2

If the **Stage 1** response is not to the complainant's satisfaction they may request the Chair of the Trustees for a review, the Chair shall acknowledge their request within 5 working days of receipt and give a response within 20 working days. (Postal and email address of Chair required here)

Written Complaints Procedure. Stage 3

If the **Stage 2** response is not to the complainant's satisfaction the complaint shall go to an Independent Board agreed by both parties.

Note: If a complaint concerns the Chair of the Trustees, then the request will be handled by the Vice Chair.

Delays

B.O.L.D.'s aim is to resolve all matters as quickly as possible, however some issues may be more complex and therefore require longer to be fully investigated, in this case complainant's will receive an interim response detailing reason for delay and when a full reply can be expected.

Monitoring:

B.O.L.D.'s Board of Trustees will receive annually an anonymous report of complaints made along with their resolutions to ensure appropriate action has been taken and required corrections are in place.