



Baby Necessities Southampton Complaints Procedure

Document Number	002
Document Name	Complaints – Procedure for Baby Necessities Southampton
Document Version	2.0
Review Date	Jan 2025

Document Written By:	Hayleigh Jarvis (Operations Manager)	Date:	08/01/2023
Approved by:	The Board of Trustees	Date:	25/01/2023

Purpose:

- i. The purpose of this document is to outline how to make a complaint and to structure the process of handling complaints within Baby Necessities.

Aim:

- i. Baby Necessities is committed to maintaining high standards across all aspects of its work to our service users and referral partners. However, we recognise that there is always the possibility that we may fail to meet high standards that we set for ourselves. Our aim is to resolve any complaint within a timely manner, acknowledge concerns and put things right where appropriate.

Board of Trustees: admin@baby necessities.co.uk

Chair – Marianne Harris-Bridge

Trustee – Chris Hey

Trustee – Chloe Jarvis

Trustee – Grace Kuczynski

Trustee – Imogen Armstrong

Key people: info@baby necessities.co.uk

Operations Manager - Hayleigh Jarvis – Hayleigh@baby necessities.co.uk

Funding and Communications Manager - Lauren Denham – Lauren@baby necessities.co.uk

What constitutes a complaint?

- i. We see a complaint to be any expression of dissatisfaction with any aspect of Baby Necessities which is under the control of the organisation, employees or volunteers.

What to do if you have a complaint:

- i. If there is anything to do with Baby Necessities about which you feel you need to complain, please tell us as soon as possible by using the 'contact us' form on the website, via email to info@baby necessities.co.uk or in writing to our business address. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it does not happen again.

Resolving complaints:

- i. We will address each complaint in a sensitive, fair, transparent, equitable, professional and unbiased manner through the following complaints handling process.
- ii. We operate at all times from the premise that any person is entitled to express his or her views on our services and that those views should be taken seriously where this is warranted. We will not, however, tolerate any abusive or discriminatory language or behaviour towards any of our employees, volunteers or trustees, and such actions will lead to a complaint being dismissed. At all times we will treat you with understanding and respect. We ask that you do the same for our employees, volunteers and trustees. Confidential information in relation to your complaint will be handled sensitively. We are not able to respond to anonymous complaints. We cannot deal with matters for which Baby Necessities is not directly responsible.

What we will do on receipt of your complaint:

- We will listen, record your complaint and then acknowledge receipt of your complaint by email or post within five working days of receipt.
- We will advise you how your complaint will be handled, who will be handling it, and when you can expect a reply.
- We will request any further information from all relevant parties. If your complaint involves an employee, volunteer or trustee, this person will have the opportunity to express their point of view, accompanied by a friend. We will not disclose your name during our investigation unless you give us permission to do so.
- We will inform you of the conclusions of the investigation, take any necessary action to resolve the problem and tell you what that action is.

- Where an in-depth investigation is required, we aim to provide a full response within twenty working days. We will advise you if exceptional circumstances make that timescale impossible.
- We will take all necessary steps to avoid a repeat occurrence if the investigation concludes the complaint was justified.
- Any decision to exclude a person from the organisation due to discriminatory or harassing behaviour will be made in reference to Baby Necessities' Constitution.

What if our response does not satisfy you?

- i. If you are not happy with our response, please let us know and your complaint will be reviewed again and it will be decided whether it is appropriate to seek external assistance with resolution.

How to contact us:

You can use the 'contact us' form on our website – <https://baby necessities.co.uk/>

You can email us at info@baby necessities.co.uk

You can also write to us at: Unit C1 The Premier Centre, Premier Way, Romsey, SO51 9DG.