



## Be-You Complaints Policy

### Introduction

At Be-You, we are dedicated to delivering high-quality services and ensuring that all concerns and complaints are treated with the utmost seriousness. We aim to handle complaints promptly, fairly, and consistently.

### Scope

This policy applies to all complaints received from clients, customers, employees, volunteers, and other stakeholders regarding our services and conduct.

### Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, regarding any aspect of Be-You's operations, including services, or the conduct of.

### How to Make a Complaint

Complaints can be made in the following ways:

- In Person: Reach out for an appointment
- By Phone: Call us at 07429522151 during business hours.
- By Email: Send an email to [complaints@beyouhousing.co.uk](mailto:complaints@beyouhousing.co.uk)
- Online: Fill out the 'contact us' form on our website.

### Information Required

When making a complaint, please provide the following information:

- Your name and contact details.
- A detailed description of your complaint.
- Any relevant documents or evidence.
- Your desired resolution or outcome.

### Complaint Handling Procedure

#### Acknowledgment

- We will acknowledge receipt of your complaint within 5 working days.

#### Investigation

- Your complaint will be investigated by the appropriate department or personnel.

- We may contact you for further information or clarification.

#### **Resolution**

- We aim to resolve complaints within 10 working days.
- You will be informed of the outcome and any actions taken.

#### **Escalation - Stage 2**

- If you are not satisfied with the initial response, you can request that your complaint be investigated by a senior colleague, following the Stage 2 process.
- During Stage 2, a senior colleague will investigate and inform you of the outcome within 20 working days.
- Further escalation can be made to external bodies, such as regulatory authorities, if necessary.

#### **Confidentiality**

All complaints will be handled confidentially, and information will only be shared with those who need to know to investigate and resolve the issue.

#### **Monitoring and Review**

We will keep a record of all complaints and review them regularly to identify any trends or areas for improvement. This policy will be reviewed annually to ensure it remains effective and relevant.

#### **Contact Us**

For any questions regarding this policy, please contact us at:

- [complaints@beyouhousing.co.uk](mailto:complaints@beyouhousing.co.uk)