



## **Baby Necessities Southampton Complaints Procedure**

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<b>Document Name</b>	Complaints – Procedure for Baby Necessities Southampton
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<b>Approved by:</b>	The Board of Trustees	<b>Date:</b>	21/01/2026

#### **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, volunteers, referral partners and the general public. However, we recognise that there is always the possibility that we may fail to meet high standards that we set for ourselves. We view any complaint as an opportunity for continuous improvement.
- ii. Our aim is to:
  - a. Resolve any complaint within a timely and fair manner.
  - b. Acknowledge concerns and take action to put things right where appropriate.
  - c. Learn from complaints to improve our services.

Below outlines

### **Key People –**

Chief Operations Officer (CEO) - Hayleigh Jarvis – [Hayleigh@baby necessities.co.uk](mailto:Hayleigh@baby necessities.co.uk)

Gillian Wilkins – Funding and Communications Manager [Gillian@baby necessities.co.uk](mailto:Gillian@baby necessities.co.uk)

**Board of Trustees –** [info@baby necessities.co.uk](mailto:info@baby necessities.co.uk)

### **What constitutes a complaint?**

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, trustees or volunteers.

### **What to do if you have a complaint**

If there is anything to do with Baby Necessities about which you feel you need to complain, please tell us as soon as possible.

I. You may contact us in the following ways:

- a. By using the 'contact us' form on the website  
<https://baby necessities.co.uk/>
- b. Via email: [info@baby necessities.co.uk](mailto:info@baby necessities.co.uk)
- c. In writing to our registered business address: Unit C1 the Premier Centre,  
Premier Way, Romsey. SO51 9DG
- d. Verbally by phone **01794765240**, or in person (we will make a written record of your complaint)

II. We will make reasonable adjustments to ensure accessibility for those who have communication needs, disabilities, or language barriers. Complaints may also be made via a representative or advocate.

### **Resolving complaints**

We will address each complaint in a sensitive, fair, transparent, equitable, professional and unbiased manner through the following complaints handling process.

- a. Every individual is entitled to express their views and to have those views taken seriously.

- b. We expect all parties to treat each other with respect. Abusive, discriminatory or harassing language or behaviour will not be tolerated and may result in a complaint being dismissed.
- c. All information will be handled confidentially and in accordance with our Data Protection Policy. Complaints will be securely recorded and are not retained for longer than required. Personal data will only be shared when necessary to investigate and resolve the complaint.
- d. Making a complaint in good faith will not affect your access to our services or result in negative treatment.

### **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. If the complaint requires further investigation we will provide an interim update at this stage and it may take up to 20 working days.
- 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 colleague or friend if they wish. 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.
- If necessary, a final resolution will be raised with the Chair of Trustees and the CEO.

### **What if our response does not satisfy you?**

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 such as the Charity Commission or another body of appropriate accountability.