



Leeds Baby Bank: Compliments & Complaints Guidance Policy Summary

Last updated: 13/01/2018

Purpose

This document is intended to clearly present the main points of the Compliments & Complaints policies for Leeds Baby Bank will provide convenient access to both sets of policies.

Access to Source Documents

Access to Leeds Baby Bank full policies and procedures can be found on:

<http://leedsbabybank.org/policies-and-procedures>

Leeds Baby Bank Quick Overview

Aim

We are committed to treating all customers fairly and we take equality and diversity into account in a positive way. We will therefore ensure that individual needs are taken into account when applying this policy and that any reasonable adjustments are made as required.

Complaint:

Stage 1

- Stage 1 of a complaint is the first formal stage and we will acknowledge receipt of your complaint within 3 working days. Our acknowledgement can be made verbally or in writing and will include:
- An initial apology for the issue that has caused you to complain.
- Contact details for who will be dealing with your complaint.
- A date or timeframe by which you can expect to receive a response.

Stage 2

- If you remain dissatisfied following our investigation at stage 1, you can ask for your complaint to be looked at again.

Day 1 – 3 Acknowledgement

- Complaint logged on and If consent required this to be obtained.
- Supervisor discusses complaint with manager and a named Investigator identified.

- The complaint must be acknowledged within 3 working days.

Day 3 – 25 Investigation Process

- Investigation to be completed by named investigator within 25 days. It is good practice to meet the complainant as part of the investigation process.
- Draft response to complainant sent to Manager and or identified board member for comment.

Day 30 – 35 Response to Complaint

Level 1: Complaint

- All comments established on the complaint.
- You will normally have 28 days from the date we responded to your initial complaint to take your complaint to stage 2, unless there are exceptional circumstances.
- At this stage we will ask you to provide details in writing to aid the new investigation, and let us know why you are still dissatisfied.
- At stage 2 we will appoint a senior member of staff to review your complaint. In exceptional circumstances, the investigating officer may be from another service if we feel an independent review is required. The complaint will be acknowledged in the same way as at stage 1.

Next steps

- There is no further right of appeal to the charity following completion of an investigation at stage 2 of this policy.
- Within our final response, we will inform you of your right to take your complaint further if you remain dissatisfied. Our response will contain the contact details for the appropriate Ombudsman's office service by day 30
- Final response signed by a member of the trustee board and sent to complainant by Service by day 35

Managers or trustee Checklist

- We would not normally investigate complaints about something that happened more than a year ago, unless there are exceptional circumstances.
- The Ombudsman is independent of Leeds Baby Bank and has the authority to investigate these types of complaints on your behalf.

Local Government Ombudsman

PO Box 4771

Coventry

CV4 0EH