



<b>Title of policy:</b>	Complaints policy
<b>Date of original issue:</b>	30 August 2012
<b>Date of this version:</b>	September 2019
<b>Version:</b>	2.1
<b>Owned by:</b>	CEO and Quality Officer
<b>Approved by/date:</b>	Board of Trustees
<b>Date of next review:</b>	September 2022 [3 years from approval]

#### **Related policies, procedures and guidance:**

Disciplinary and Grievance Policy  
Whistleblowing Policy

This is a discretionary policy, which does not form part of a contract of employment. The Board of Trustees of Carers in Bedfordshire may vary or amend the policy as it deems necessary.

The term staff is used in this document as a generic statement to refer to any person working for Carers in Bedfordshire in any capacity and includes volunteers, part time staff, Board members, sessional/ temporary workers and placement students.

#### **Policy Statement**

Any complaints relating to the running of Carers in Bedfordshire, the service it provides or related matters shall be recorded, investigated and a timely response provided. Carers in Bedfordshire take all complaints seriously, as the opportunity to make service improvements and rectify any omissions in service to carers.

#### **Responsibility for Implementation**

The Carers in Bedfordshire Board of Trustees is ultimately accountable for the implementation of our policy, strategy and plans and for monitoring their effectiveness.

Day to day responsibility for implementation and monitoring lies with the Chief Executive Officer and the Leadership Team.

#### **Implementation**

There are four key stages in addressing a concern or complaint. Each stage provides the chance to address the complainant's concerns and resolve the matter to their satisfaction.

### **Step 1: Addressing the issue immediately**

Determine whether the complaint is in fact about a Carers in Bedfordshire service. If not, the complaint should be referred to the appropriate body. The complaint and response should be recorded.

If it is reasonable, attempt to address and resolve the complaint immediately.

### **Steps 2 and 3: Investigating and responding to a written complaint**

All written complaints should be forwarded to the Quality Officer or the Chief Executive Officer who will determine whether the complaint is in fact the responsibility of CiB and then acknowledge the complaint in writing within two working days. If the complaint is found to be not the responsibility of CiB then CiB will still support the complainant to find the correct avenue if possible.

If the complaint is found to be the responsibility of CiB, an investigation will be undertaken and full written response from the Quality Officer or The Chief Executive Officer will be provided within 20 working days. If a response is not possible within 20 working days, the complainant will be informed of progress and the reason for the delay.

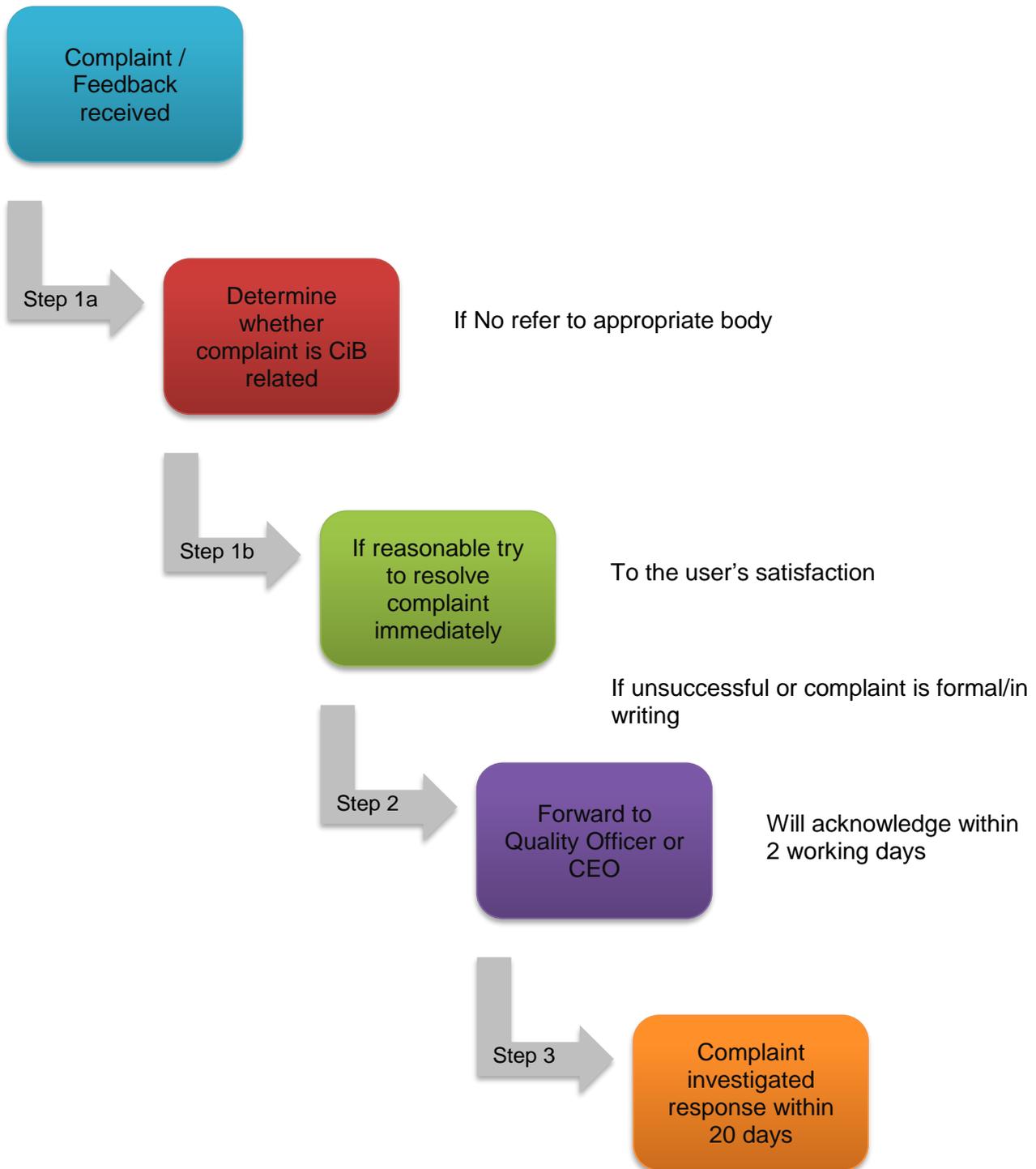
### **Step 4: If the complainant is not satisfied with the outcome and the written response**

The situation will be referred to The Board of Directors of Carers in Bedfordshire, where further attempts will be made to resolve the situation to the complainant's satisfaction.

All complaints and enquiries made to Carers in Bedfordshire (and their outcomes, solutions), whether dealt with verbally or by letter, will be recorded and kept on file for a minimum of ten years.

The four steps are summarised below:

# CiB Complaints and feedback Process Flow Chart



## Step 4

This is the final step in Carers in Bedfordshire's internal complaints procedures. If complainant is not satisfied with the outcome, and dependent on the nature of the complaint she/he will be referred to the Board of Directors.