
BEHIND CLOSED DOORS (BCD)



COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURES

Version	V3
Date Approved	5/6/19
Signed on behalf of board of Trustees	<i>R Dawson</i>
Date for review	

Statement of Purpose

Behind Closed Doors is committed to providing the best possible service to both individuals and professionals in the agencies we work with.

The purpose of the Compliments and Complaints Policy is to ensure that compliments and complaints are properly administered, recorded and acknowledged and, where necessary, investigated. Also, that people lodging a complaint are treated in a fair, reasonable and consistent manner.

A Compliment is an expression of satisfaction with the services provided by Behind Closed Doors (BCD) or its employees in the course of their duties.

A Complaint is an expression of dissatisfaction, however made, about the standard of the service provided, actions or lack of action by Behind Closed Doors (BCD) or its staff when acting in the course of their duties.

Compliments and complaints about the service provision give an indication of how well BCD is delivering services and where improvements can be made, where appropriate.

1.0 Principles

- At BCD we recognise that complaints may come from service users or from professionals working in external agencies.
- We acknowledge that there will be occasions when people are not happy with some aspect of our service.
- This policy exists to make it easier for people to tell us when they are dissatisfied, or indeed when they have any comment they wish to make about BCD.
- All complaints are taken seriously. We aim to listen and to treat people with respect and consideration throughout the complaints process.
- Professionals in external agencies should use this procedure if they are unhappy with some aspect of our service.
- We also welcome positive feedback, either verbally or written.

2.0 What kind of circumstances may give rise to a complaint?

Such circumstances could include:

- You believe that you or a service user has been treated unfairly on any of the following grounds: age, marital and civil partnership status, maternity/paternity, race and ethnicity, gender or gender reassignment, sexual orientation, disability religion and belief, or for any similar reason
- You believe that we have failed to provide adequate information about BCD or its services
- You believe that we have failed to provide an appropriate service

- You believe that you have experienced an unreasonable delay in receiving a service
- You believe that the service we have provided has been inadequate
- You believe that our staff have been rude or unhelpful
- You disagree with a decision we have made or a policy that we operate
- You believe that BCD values have not been upheld

FINAL

Compliments Procedure

1.0 What should I do if I wish to compliment BCD, or just make a suggestion or comment about something?

BCD welcomes all comments and suggestions and tries, wherever possible, to take account of these when developing our services. You will be asked to complete an end of support evaluation form. You can also telephone or email, to tell us about how we can improve our services. We would also like you to let us know of any positive aspects of the service you have received.

Complaints Procedure

1.0 What should I do to complain informally?

You can make an informal complaint to any member of staff or to any manager. All workers will be pleased to tell you who is the most appropriate person to approach. This may be done by telephone or by letter or email.

We will listen to what you have to say, apologise whenever necessary, and try to agree a solution with you. We will try to deal with your complaint to your satisfaction immediately; however, there will be occasions when this may not be possible (for example during holiday periods).

If there is likely to be a delay in responding to your complaint you will be told that this is the case, and we will reply as quickly as possible by your preferred method. If you remain dissatisfied with us or with our response, or feel that your complaint is of a more serious nature, then you should use the formal procedure outlined below.

2.0 What should I do to make a formal complaint?

You may use the formal complaints procedure at any time: You do not have to complain informally first if you believe that your complaint is too serious for that approach.

Attached to this policy you will find a basic form which you may use to make your complaint. If you would prefer, you may write a letter instead. However, you should note that a formal complaint cannot be progressed verbally. This applies to both service user complaints as well as complaints from external agencies.

If the complaint is about something that is either serious or urgent, you may telephone a manager, in the first instance, but this must be followed up in writing. Service users are encouraged to get help with writing their complaint if they need it. Such assistance could be given by a friend or family member, a Citizens Advice Bureau or Advocacy group or a similar organisation.

The complaint needs to be sent to Behind Closed Doors, c/o PO Box 275, Leeds, LS19 9BN, marking the envelope clearly "Strictly Private & Confidential: For the attention of the

Director". If your complaint involves the Director, you should address it to the Chair of Trustees at the same address.

3.0 What will happen after I complain?

BCD will acknowledge receipt of your formal complaint within 5 working days. This will usually be done by letter, so it is important that you provide us with your correct postal address. This letter will also tell you what steps will be taken to investigate your complaint.

We will usually want to speak to you personally. Alternatively, we may ask you to meet with us to discuss the problem (in which case you are welcome to be accompanied by a person of your choice from outside BCD if you are a service user).

We may allocate responsibility for this meeting and for investigating the complaint to the appropriate manager.

If your complaint is about a member of staff, it will be passed immediately to the appropriate manager, who will write to you to tell you that this has been done and to explain that our internal inquiry process has begun.

We aim to resolve all complaints quickly, and to keep you informed throughout the process. You will receive a full written response, usually within 28 days. If there is likely to be any further delay, you will be informed. This letter will include information on what to do if you are still dissatisfied.

4.0 Will my complaint be confidential?

Your complaint may be seen by managers and/or Trustees of Behind Closed Doors as part of the investigation process, but we will make every effort to safeguard your privacy. Your complaint will not become "public knowledge" unless you so wish. You should be aware, however, that if your complaint were specifically about a member of staff or a Trustee of the organisation, it would be necessary for that person to be told that a complaint has been lodged against them, to allow the investigation to proceed. They may also need to know the substance of the complaint.

5.0 What if I am still unhappy – can I appeal?

You can appeal if you are dissatisfied about the decision made; about the way your complaint has been handled; or about any aspect of the formal procedure outlined above, including the final response.

You cannot go directly to the appeal stage unless you have used the formal procedure. If you wish to appeal, you should complete the form which will be attached to the letter sent to you following completion of the formal procedure. Again, service users can obtain assistance with this, as explained above. You should post the appeal form to Behind Closed Doors, c/o PO Box 275, Leeds, LS19 9BN marking the envelope "Strictly Private and Confidential: For the attention of the Trustees".

6.0 What will happen if I appeal?

You will receive written acknowledgement of your appeal, usually within 10 working days, along with information as to when and how the appeal will be handled. A panel (normally consisting of 3 Trustees) will be formed to consider your appeal. You may be invited to attend this meeting. Service users have a right to bring a person of their choice from outside BCD, if they so wish, or make written comments.

Your appeal and the original complaint will be considered in detail, and you will receive a written response within 14 working days of the hearing. BCD will make every effort to comply with the decision or recommendations of the appeal panel.

7.0 What if I am still dissatisfied following an appeal?

The appeal stage is the final internal one as far as Behind Closed Doors is concerned.

Useful Information

Behind Closed Doors,
P.O Box 275
Leeds, LS19 9BN

Tel: 0113 222 4202 (main office)
Fax: 0113 391 1910
Email: info@behind-closed-doors.org.uk
Website: www.behind-closed-doors.org.uk

Complaints Form

Name

Address

.....

Mobile number

Land line number

E-mail address

Agency (if from an external agency)

Equal Opportunities Monitoring Form

BCD is committed to promoting equality and providing a fair service to all groups of people. These questions are intended to help us find out about that. The information you give us will be kept confidential and will only be used for statistical purposes only. You do not have to answer all the questions or complete the form if you do not want to and it will not affect your access to the service or how we treat you. Please circle the appropriate answer.

Thank you for taking the time to complete this form. The information will help us to improve our services to you and others.

How would you describe your gender?						
Female <input type="checkbox"/>		Male <input type="checkbox"/>		In another way? <input type="checkbox"/>		Prefer not to say <input type="checkbox"/>
Is your current gender different to the sex you were assigned at birth?						
Yes <input type="checkbox"/>		No <input type="checkbox"/>		Prefer not to say <input type="checkbox"/>		
Age:						
16-24	25-35	36-50	51-65	66-80	80+	Prefer not to say
Do you consider yourself to have any kind of disability? (please tick any that apply)						
Physical <input type="checkbox"/>		Learning <input type="checkbox"/>		Mental Health <input type="checkbox"/>		Deaf/ hearing impaired <input type="checkbox"/>
Blind/ visually impaired <input type="checkbox"/>			Something else? <input type="checkbox"/>			
How would you describe your ethnicity?						
White British <input type="checkbox"/>		White Irish <input type="checkbox"/>		Black British <input type="checkbox"/>		Black African <input type="checkbox"/>
Gypsy or Irish Traveller <input type="checkbox"/>			Black Caribbean <input type="checkbox"/>			
Any other White background <input type="checkbox"/>			Any other Black background <input type="checkbox"/>			
Asian British <input type="checkbox"/>		Asian Pakistani <input type="checkbox"/>		White and Black Caribbean <input type="checkbox"/>		
Asian Indian <input type="checkbox"/>		Asian Bangladeshi <input type="checkbox"/>		White and Black African <input type="checkbox"/>		
Any other Asian background <input type="checkbox"/>			White and Asian <input type="checkbox"/>			
Chinese <input type="checkbox"/>			Any other Any other mixed/ multiple background <input type="checkbox"/>			
Arab <input type="checkbox"/>		Prefer not to say <input type="checkbox"/>				
Any other ethnic group (please specify): <input type="checkbox"/>						
Do you have a faith/ religion?						
No religion <input type="checkbox"/>		Christian <input type="checkbox"/>		Muslim <input type="checkbox"/>		Sikh <input type="checkbox"/>
Buddhist <input type="checkbox"/>		Hindu <input type="checkbox"/>				
Any other (please specify) <input type="checkbox"/>		Jewish <input type="checkbox"/>				
Prefer not to say <input type="checkbox"/>						
How would you describe your sexual orientation?						
Heterosexual/ straight <input type="checkbox"/>		Gay woman/ Lesbian <input type="checkbox"/>		Gay man <input type="checkbox"/>		
Bisexual <input type="checkbox"/>		In another way? <input type="checkbox"/>				
Prefer not to say <input type="checkbox"/>						

What is your complaint?
(please continue on a separate sheet if necessary)

Ideally, what would you like Behind Closed Doors to do about your complaint?

Your Signature.....

Date.....

Please return the form to the Director, or if the complaint is about the Director, return it to the Chair of Trustees at Behind Closed Doors, PO Box 275, Leeds, LS19 9BN. Mark the envelope "Strictly Private and Confidential".

Appeal Form

Name:

Address:

.....

Telephone numbers: Mobile: Land line number:

.....

E-mail address:

**Why are you unhappy with the outcome of your original complaint?
(please continue on a separate sheet if necessary)**

When are you available to attend an appeal hearing? Are there any times or days that are more suitable than others?

Your Signature.....

Date.....

Please return the form to the Chair of Trustees at Behind Closed Doors, c/o PO Box 275, Leeds. LS19 9BN. Mark the envelope "Strictly confidential".