

## **Complaints Policy and Procedure**

### **POLICY**

#### **Our commitment to volunteers, partners and staff**

BOST is committed to providing a positive, worthwhile experience to everyone who chooses to engage with us. BOST also has a commitment to reviewing and improving policies and practices and the way we work with all the individuals and organisations who contribute to our achievements.

There are times when we might fall short of our own high expectations and the expectations of individuals and organisations working with us and in such circumstances we welcome feedback. If you are unhappy about something which happened while working with BOST or unhappy about the quality of service received from BOST, please let us know. We cannot put it right and learn from your experience if we do not know about it.

BOST will ensure that all complaints are logged and actioned and will monitor complaints to make sure they are prioritised to receive our full attention and consideration.

#### **What is a Complaint?**

A complaint is an expression of dissatisfaction, however made, about:

- our policy
- our work, service standards or quality
- our staff attitude or customer access
- our contractors
- any form of discrimination

It is NOT:

- a first request for action or for a service.
- a first request for information or explanation.

This policy applies to anyone using BOST's service, including contractors, volunteers and trustees. It does not apply to staff in relation to their employment contract for which they should refer to the Grievance Policy.

#### **Making a complaint**

It is BOST's policy to welcome comments and complaints and to deal with them positively. If you are not happy about a service that you receive, sometimes it is easiest to tell the person who is providing the service, either by telephone, email, letter or in person. If you do not know who to contact write to [info@bost.org.uk](mailto:info@bost.org.uk). The complaint will be formally recorded and assigned to the most appropriate person to investigate. You will receive an acknowledgement along with the name of the person who is dealing with your complaint.

#### **Complaints Procedure**

##### **Stage I:**

At Stage 1 the complaint is dealt with by the member of staff who has the best understanding of the issues involved. This member of staff will respond directly to the person who has made the complaint. The response will be provided within five working days.

##### **Stage II:**

If the person making the complaint is not happy with the response they receive at Stage I, they can ask the CEO to reconsider the complaint. At Stage II the response will normally be provided within 10 working days.

##### **Stage III:**

If the person making the complaint is not happy with the response received at Stage II, they can ask for the complaint to be considered by the Board of Trustees. The Board will arrange for the complaint to be investigated by a trustee or by an independent external individual. At Stage III, the response will normally be provided within ten working days.

### **Timescales for response from BOST**

Complaints will be dealt with and a formal response made where possible within five working days at Stage I and ten working days at Stages II and III

If an issue cannot be resolved within five/ten working days then the person making the complaint will be contacted within that time and given a new deadline, along with reasons why the complaint will take longer to resolve. The new deadline should not be more than 20 working days from the date of the complaint.

### **Vexatious Complaints**

A complaint can be regarded as vexatious when it has been fully considered and found to be unjustified, but the complainant is not prepared to accept that conclusion and persists in making the same or a substantially similar complaint. In these circumstances, the CEO may decide not to pursue the complaint any further. The complainant will be informed of this decision.

### **Acting on results**

BOST will do everything reasonable to solve problems, including a review of our procedures where necessary to stop problems happening again.

### **Your voice**

We hope you agree that BOST strives to provide a worthwhile experience and a good service. We value all feedback and would also like to hear from you about what you think we do well.

### **Record keeping**

It is our policy to keep a detailed record of complaints and of the action taken in response to complaints. In this way BOST monitors and analyses complaints in order to learn and improve.

### **Anonymous Complaints**

Complaints should be made in person in order for BOST to be able to deal with them effectively. Anonymous complaints will only be investigated at the discretion of the CEO. A record of any anonymous complaints will be retained on the register of complaints.

### **Associated Information**

#### **Data Protection Act 2018**

Bankside Open Spaces Trust will inform the complainant that their name and address is taken in order to progress the complaint and the information will not be used for any other purpose.

If you would like further information about this policy please contact:

Email: [info@bost.org.uk](mailto:info@bost.org.uk)

Tel: [0207 4033393](tel:02074033393)

Policy updated December 2020

Review due December 2022 or sooner if circumstances change.