



## **BUILD UP FOUNDATION COMPLAINTS POLICY AND PROCEDURE**

**Position: Trustee**

**Reviewed on: 11/02/22**

**Next review: 11/02/23**

Build Up Foundation aims to provide its users and other stakeholders with the best possible service. However we recognise that from time to time there may be occasions when users of our services feel that the quality or level of service provided falls short of what they could reasonably expect. Feedback from users and stakeholders is important to help us understand where we are falling short and where we need to make improvements.

To this end, we aim to make it easy for users and stakeholders to make suggestions, comments and complaints, and will place notices about how to do so in our workshop and in our communications.

The continued goodwill of users and other stakeholders is greatly valued by us and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect users and stakeholders to raise any complaint directly with the member of staff concerned.

The more formal procedure outlined below is intended for use by users, member organisations and other stakeholders who use Build Up Foundation's services, where informal communication has not resolved the problem.

### **Complaints Procedure**

In cases where complaints cannot be resolved informally, the complaints procedure is as follows:

1. The complaint can be made either in person, or by telephone, letter or email to the Director who will acknowledge, in writing within ten working days, the receipt of any complaint. If the complaint is about the Director, the complaint should be addressed to the Chair (marked 'confidential'). At this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.
2. This is what Build Up Foundation will do:

The Director (or Chair) will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 14 working days of the complaint being received. If the complaint is found to be justified, the Director (or Chair) will decide on any necessary further action and inform the complainant of the disciplinary action that has been taken.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three board members.

If the appeal is found to be justified, the appeal panel will agree any necessary further action and inform the complainant. The decision of the appeal panel is final and is the end of the internal appeal process.

The Director (or Chair) will keep the Trustee Board informed of the number and nature of complaints, and the outcomes. S/he will report to the Board on this at least annually.

### 3. Relevant Contact Details

#### Director

**Huan Rimington**

**Contact Number 07427 704291**

**Email: huan@buildup.org.uk**

#### Chair

**Linnie Mclarty**

**Contact number 07811 022560**

**Email: linnie@linniemclarty.com**