



BRIDGEND CARERS CENTRE COMMENTS AND COMPLAINTS POLICY AND PROCEDURE

POLICY STATEMENT

Bridgend Carers Centre aims to provide a high-quality, responsive, carer led service. In order to ensure we do so we need to take account of the views and wishes of those we are here to help. We welcome every opportunity to monitor and improve our service and having a “comments and complaints” policy and a clear procedure for resolving these is one way of doing this.

COMMENTING ON OUR SERVICE

Comments and feedback are valuable, welcome and important and when they are received, either verbally or in writing, they will be recorded. Comments and feedback enable Bridgend Carers Centre to:-

- understand that our service is being provided to our carers’ satisfaction
- provide positive feedback to our staff
- influence our organisational and service development
- inform our quality assurance programme

COMPLAINING ABOUT OUR SERVICE

Bridgend Carers Centre recognises that there will be times when carers may wish to complain about an aspect of the service received. Such comments and complaints will always be taken seriously, recorded and responded to as detailed in the procedure for resolving complaints which is contained within this policy statement. Complaints will be dealt with promptly, professionally, and confidentiality will be observed. For this reason Bridgend Carers Centre and the Board of Trustees does not approve of the harassment of staff nor the discussion of grievances via social media prior to, during or after an investigation.

Complainants also have a responsibility to respect the complaints process and those individuals who may be part of the complaint ie staff, volunteers and Trustees.

PROCEDURE FOR RESOLVING COMPLAINTS

Who Can Use This Procedure?

This procedure is for anyone who comes into contact with Bridgend Carers Centre. By anyone we mean carers, other voluntary organisations, statutory agencies and any other member of the public.

THE PROCEDURE

STAGE 1

- 1.1 We hope that the majority of complaints can be resolved informally by speaking directly to the person or persons involved or failing this the CEO. If, however, this does not prove possible, Stage 2 is available to support complainants.

If it has not been possible to resolve your complaint at Stage 1 you should move to Stage 2.

STAGE 2

- 2.1 If your complaint relates to the governance of Bridgend Carers Centre by the Board of Trustees you should write to the Company Secretary, Bethlehem Church Life Centre, Bryn Glas, Cefn Cribwr, CF32 0AA, **marking correspondence as Private and Confidential or email the Company Secretary at enquiries@bridgendcarers.co.uk. Please state 'Complaint' in the header.**
- 2.2 If your complaint is about a member of staff of Bridgend Carers Centre or a volunteer you should write to the CEO, Bethlehem Church Life Centre, Bryn Glas, Cefn Cribwr, CF32 0AA, **marking any correspondence as Private and Confidential.**
Emails will not be accepted.
- 2.3 If your complaint is about a member of Bridgend Carers Centre Board of Trustees or the CEO you should write to Chair of the Board of Trustees, Bethlehem Church Life Centre, Bryn Glas, Cefn Cribwr, CF32 0AA, **marking correspondence as Private and Confidential.**
- 2.4 If the complaint is about the Chair of the Board you should write to the Vice Chair of the Board, 87 Park Street, Bridgend CF31 4AZ, **marking any correspondence as Private and Confidential.**
- 2.5 In 2.1 - 2.3 above, your contact by letter will be acknowledged by the addressee within 10 working days of the date of receipt, enclosing the Formal Complaints Form. The complaint cannot progress until this form is completed and returned giving details/dates of the complaint in question.
- 2.6 A Complaints Panel will be appointed to deal with the complaint. This group would not contain the trustee, member of staff or volunteer about whom the complaint has been made.
- 2.7 Once the complaint form has been received a written response will be provided within 10 working days.

- 2.8** If this response does not satisfy the complainant a meeting will be held between the complainant and Complaints Panel at a neutral venue. This meeting will be a formal, chaired process, during which the complainant will be invited to put forward the case and respond to questioning from the panel. This meeting will be minuted.
- 2.9** As part of the investigative process a subsequent meeting will then take place between the Panel and CEO. This meeting will be minuted.
- 2.10** Following the panel's deliberation and full consideration of the complaint, a response will be issued within 10 working days.

The panel's' decision on behalf of the Board of Trustees will be final.