



Complaints policy and procedure

Date created: April 2017

Reviewed: January 2022

ibk initiatives values feedback from its customers about the services it provides. Comments or complaints help to ensure that views, preferences and suggestions can be taken into account in the development of services.

Our approach:

- Complaints will be taken seriously, handled promptly, appropriately and sensitively.
- We will facilitate those who may not have the capacity to articulate grievance or complaints, and complaints procedures will be readily accessible.
- IBK commits to safeguarding the rights and dignity of people who use our services, their families, and staff members in the implementation of this policy and procedure
- IBK commits to learn from complaints and use this learning to inform organisational planning and development, the improvement of the services and support provided.
- The Complaints Process will be fair, transparent, and impartial; and the complaints handling process will be implemented without fear, favour, or prejudice towards the complainant, or the person, or service about which the complaint was made.
- Staff will be enabled and empowered to appropriately handle complaints, and attempts will be made to resolve complaints to the satisfaction of the complainant at a local level

Comments:

If you would like to make a comment on any aspect of the service we provide, please inform a member of staff: either verbally or in writing. If you would like a formal response to your comment, please put it in writing and we will get back to you within 14 days.

We like to celebrate success! If there is any aspect of our services which you particularly appreciate, please let us know. We can then make sure we give people more of this.

Complaints:

If you do have a complaint to make, please follow the process set out below. This will ensure that your complaint is flagged up at an appropriate level and that we can work together to put things right.

Making a Complaint;

Stage 1

You should first raise your complaint informally, directly with the member of staff concerned. Every effort will be made to resolve the matter at this stage. If you're dissatisfied with our reply (or if you're not sure to whom the complaint should be addressed), please follow Stage 2 below.

Stage 2

The complaint should be raised with:

Sue Straw (Director of Operations)

sue@ibkinitiatives.com 0114 478 6000, either verbally or in writing.

Sue will:

- Talk with you about your complaint and / or
- Write to you within seven days to say she has got your complaint and advise what she is going to do about your complaint.

If this doesn't resolve the matter, you should move on to Stage 3.

Stage 3

You can make a further complaint in writing to:

Pippa Murray (Director)

pippa@ibkinitiatives.com 07941 106 228

Pippa will:

- Acknowledge receipt of your complaint, within seven days of receiving your letter.
- Look at what has been done about your complaint.
- Talk with you about your complaint.
- Following any necessary action, give you a substantive reply within 28 days of receiving your letter.

Stage 4

If you have followed stages 1 – 3 below and the matter has still not been resolved to your satisfaction, the Director will refer your complaint to a full Board Meeting of the Trustees. The Board of Trustees may invite you (or, if applicable, your organisation) to a meeting of a panel of not less than two members of the Board and two independent people. This panel shall be appointed by the Chair of ibk's Board of Trustees.

The panel shall meet not more than 56 days after receipt of your stage 4 request and at least 14 days after we invite you to attend the panel.

The panel shall report any recommendations for action to the next Board meeting. The decision of the Board shall be final and you'll be told of the decision in writing within seven days.

You can be assisted and / or accompanied by another person at any stage, and any time limits given above may be altered if both parties agree.

If the subject of the complaint is the director, the complaint should be raised at Stages 2 and 3 with the Chair of the Board of Trustees.

Details of comments and complaints will all be logged and reviewed monthly.

Pippa Murray
January 2022