



Complaints Policy and Procedure

Policy statement

Barnabas Safe and Sound complaints policy outlines how we will treat complaints about the service. We will draw this policy to your attention when you join the project, either as a resident in our supported accommodation or as member of our youth project.

This information is designed to help you use our complaints policy and covers all the main points.

You have the right to complain:

- if you feel that the service you receive breaches the terms of the tenancy or support contract.
- If you are unhappy with the behaviour of another service user, a member of staff or a neighbour of your supported accommodation.

A three stage complaints process has been set up for people who feel unhappy about the service or treatment they receive.

Stage one looks at your original complaint. Stages two and three are used if you are unhappy with the way we have handled the original complaint and wish to appeal any decisions or outcomes made or if you would like to complain directly to a third party or outside organisation.

A complaints form is provided at the end of this document, however individuals or organisations may complain, in person, by phone, email or letter.

We will deal with all complaints using our procedure and we aim to learn from any mistakes we make and complaints we receive.

Stage 1 – Receiving Your Complaint:

- We will acknowledgment receipt of the complaint immediately, either email or telephone.
- We will send out a letter, stating who is investigating the complaint within 3 days of receiving the complaint.
- We will appoint an officer or trustee to investigate the complaint and feedback further within 7 days of receiving the complaint.
- The case will be closed within 14 days of receiving the complaint, unless notice is received that our response is not satisfactory.

Stage 2 - If you tell us that you are not happy with the outcome of a complaint or wish to appeal:

- An alternative officer or director will be appointed to review the process above and investigate the complaint further if required.
- This should be followed up and resolved within 28 days.

Stage 3 - If you are still not happy with the outcome of the complaint (or the review) or wish to appeal:

- Either yourself or Barnabas Safe & Sound may refer the complaint to a third party
- The complaint will be investigated by the third party within 56 days.
- Final feedback will come from the Board of Directors within 84 days.

Please complete the form on the next page if you wish to make a formal complaint. You can hand it to your support worker, the project manager, or place it in an envelope, addressed to the Board of Trustees and hand it to the office.



Complaints Form

Name (& Organisation if applicable)

Address (including Postcode):

Contact Number:

Email Address:

Summary of Complaint:

How would you like to see your complaint resolved:

Please attach any supporting statements, documents and list below if applicable:

Signed:

Date:

Office Use Only:	Stage One	Stage Two	Stage Three
Date Notice Received			
Acknowledgement Sent			
Investigator Appointed			
Outcome			
Feedback Sent			
Date Completed			
Documentation Attached			

