



Bild Complaints and Appeals Policy and Procedure

Wherever possible, Bild will aim to resolve any concerns at the earliest opportunity without the need for a formal complaint.

We will encourage resolution of problems by informal means wherever possible

We will ensure concerns, complaints and appeals are dealt with quickly, fully, fairly and confidentially and in a person centered way.

We will ensure timely resolution.

Informal Comment and Complaints

If a comment is made about the service, either verbally or in writing, which indicates dissatisfaction, it will be dealt with by the relevant Bild member of staff as an informal complaint. If the matter is not resolved to the third parties' satisfaction they will be advised to make a formal complaint.

Formal Complaints

Anybody wishing to make a formal complaint will be encouraged to do so by putting it in writing to the Complaints Manager (that is the Operations and Delivery Manager) who will acknowledge the complaint within 5 working days.

Procedure for a formal complaint

Stage 1-Formal Complaint

Bild will formally acknowledge receipt of the complaint, normally within 5 working days. Bild will advise the complainant as to how their complaint will be dealt with i.e. what will happen, who will investigate and the likely timescale; and will ask and record if the complainant is able to say what they want to happen as a result of their complaint.

Bild will investigate the circumstances of the complaint promptly, and may request further information from the complainant.

On completion of its investigations Bild will produce a report setting out its findings and any recommendations for action within 28 days.

Where necessary Bild will seek clarification whether Bild personnel are willing or able to implement the action recommended.

Bild will notify the complainant, or his/her representative, of the results of the investigation within 28 days. If this is not within 28 days of the complaint being¹ made, then Bild will give an explanation for the delay.

Complaints about the conduct of a Bild employee or a representative of Bild

If a complaint concerns the conduct of an individual Bild employee or Bild representative then that employee or representative will be informed of the complaint against them at the earliest opportunity, given a brief outline of the subject of the complaint by the Complaints Manager and provided with a copy of the Complaints Procedure. The employee or the representative will be offered support during the process however the detail of the complaint itself can only be discussed with the investigating officer.

The Complaints Manager will explain the next steps and give the timescales for investigation and resolution in writing.

If the timescales indicated are not achievable the Complaints Manager will let the person as the earliest opportunity

If it is determined there are grounds for disciplinary action the complaints procedure will be suspended and the disciplinary procedure instigated, with the complainant so informed

Stage 2 - Appeals

If the complainant is not satisfied with the results of the enquiry or the proposed resolution of their complaint they will be advised that the matter can be referred to an independent panel.

The Panel will be convened within 28 working days.

The Panel will comprise a trustee, the Chief Executive and a person independent from Bild appointed by the Complaint Manager.

The complainant will have the right (if he/she so wishes) to put his/her case in person, or via a representative, to the Panel.

The Panel will review all the circumstances and its recommendation will be recorded in writing within 3 working days of completion of its deliberations and sent to the complainant. Bild will respond to the recommendation of the Panel and make its resulting action/decision known to the complainant within 28 days.

Monitoring

Bild will classify, record and monitor all formal complaints received on a complaints log maintained by the Complaints Manager. This record will include the nature of complaints, time taken to respond, action taken and outcomes. Outcomes will be monitored in terms of user satisfaction and implications for future service delivery and training.

The Bild Board of Trustees and Senior Leadership Team will receive regular reports on formal complaints received and processed and actions taken as a result.