



## BEACON COMPLAINTS POLICY

**Stage One.** Where a volunteer, service user or member of the public wishes to make a complaint, they should in the first instance discuss the issue with the relevant project leader.

**Stage Two.** If the issue cannot be resolved at this stage to the satisfaction of the complainant, they should put the details of their complaint in writing to the Chair of the BEACON Board of Trustees, at the BEACON office address. The Chair/Vice-Chair will nominate someone(s) to investigate the complaint and will respond in writing within 10 working days of receipt of the complaint.

**Stage Three.** If the complainant is not satisfied with the outcome of Stage Two, they should request that their complaint be considered by a meeting of the full Board of Trustees. The Trustees will respond in writing within 28 working days of receipt of the request.

Policy agreed on February 2017 Signed on behalf of Trustees \_\_\_\_\_SJ\_\_\_\_\_

Reviewed Feb 2020 Signed on behalf of Trustees \_\_\_\_\_

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