



# Complaints Policy and Procedure

Version adopted July 2021  
Review July 2024

## **Complaints Policy and Procedure**

### **1. Introduction**

BEACON aims to provide high-quality services which meet the needs of the people using its services. We believe we achieve this most of the time, however if we are not getting it right, please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which people using our services, volunteers & members of the public can let us know if for any reason they are not satisfied with their dealings with BEACON.

We want to resolve complaints as quickly as possible.

#### **1.1 Courtesy and respect**

You can expect to be treated with courtesy, respect and fairness at all times. We expect that you will also treat those dealing with your complaint with the same courtesy, respect and fairness.

We will not tolerate threatening, abusive or unreasonable behaviour by any complainant.

#### **1.2 Reasonable adjustments**

Our aim is to make our complaints policy easy to use and accessible for everyone. We will take steps to make any reasonable adjustments needed to access this policy, or any requests to provide responses in other formats.

If you are unable to contact us in writing because of a disability and need a reasonable adjustment, please call us on: 07419 990578

### **2. Procedure**

#### **Stage 1**

If you are unhappy with an *individual* in BEACON, in the first instance you should try and resolve the issue with the individual directly. If you feel this is difficult or inappropriate, then please speak to a Projector Co-ordinator or the Team Leader.

If you are unhappy about any BEACON *service*, please speak to the relevant Project Coordinator or the Team Leader.

#### **Stage 2 (Making a written complaint)**

If you are not satisfied or wish to raise the matter more formally, please write to the Team Leader. If your complaint is about the Team Leader, please write to the Chair of Trustees

You can send your written complaint:

by email to:

- the BEACON Team Leader: [beacon@beaconbradford.org](mailto:beacon@beaconbradford.org)
- the Chair of Trustees: [trustees@beaconbradford.org](mailto:trustees@beaconbradford.org)

by post to: BEACON Office, c/o Touchstone, 4 Easby Road, Bradford, BD7 1QX

All written complaints will be logged.

The aim is to investigate your complaint properly and fairly. The Chair/Vice Chair of Trustees will form a panel of 3 people to investigate your complaint. The panel will consist of the Chair/Vice Chair, the Team Leader and an additional trustee. If the complaint relates to a panel member, they will be replaced by another trustee. You will be sent a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered. We will give you a date by which we will respond with the action taken in response to your complaint.

### **Stage 3**

If after we have responded you are not satisfied, please write to the Chair of Trustees, who will report the matter to the next meeting of the Board of Trustees, which will decide on any further steps to resolve the situation and inform you of any further action to be taken.

The decision of the Board of Trustees is final.

Finally, please also let us know if you are happy with BEACON's services.