



Complaints Policy & Procedure

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Approved by:	Board of Trustees			
Date of issue:	Sept 2022			
Review dates: (bi-annually) All reviews will be approved by the Deputy CEO or CEO, unless substantive changes have been made to the policy.	September 2024			

Policy Statement

This policy aims to provide a transparent, easy-to-navigate, robust approach to handling complaints, with proportionate and measurable responses and outcomes to the process.

Anyone is welcome to raise a complaint and can be assured that they will be treated with respect and dignity throughout. Should anyone accessing or wishing to access the service choose to complain, their right to access the service will be protected, without affect.

The procedure of how to lodge a complaint and how it will be addressed is set out below.

1. Definitions

1.1 In this Complaints Policy the following expressions have the following meanings:

“Appeal” means your request to escalate a Complaint from Level Two to Level Three if you are not satisfied with the outcome at Level Two.

“Appeal Handler” means an employee of the Booth Centre who will handle Level Three Complaints.

“Business Day” means, any day (other than Saturday or Sunday) on which ordinary banks are open for their full range of normal business in the Booth Centre

“Complaint” means a complaint about our customer service or about our employees' agent, subcontractors.

“Complaints Form” means our standard complaints form, available on our website, at reception or from any member of staff on request

“Complaints Policy” means this document.

“Complaints Procedure” means the internal complaints handling procedure of the Booth Centre which is followed when handling a Complaint, set out herein.

“External Resolution” means the referral of your Complaint to an external body or organisation for resolution if you are not satisfied with the outcome at Level Three.

“Level One” means the first stage in our complaints handling procedure under which your Complaint will be handled.

“Level Two” means the second stage in our complaints handling procedure under which you may appeal the outcome of a Level One Complaint.”

“Level Three” means the third and final stage in our complaints handling procedure under which you may appeal the outcome of a Level Two Complaint.

2. Purpose of this Complaints Policy

2.1 The Booth Centre welcomes and encourages feedback from all our customers. If you have a Complaint about the service you receive, or about our employees, agents or subcontractors, not only do we want to resolve it to your satisfaction, but we also want to learn from it to improve our customer experience in the future.

2.2 It is our policy to resolve Complaints quickly and fairly, where possible without recourse to formal investigations or external bodies. This is not to minimise or redirect, but to take a real world, person-centred approach.

2.2.1 To provide a clear and fair procedure for any customers who wish to make a Complaint about the Booth Centre, our services, our customer service, our employees, agents, subcontractors.

2.2.2 To ensure that all Complaints are handled equally and in a fair and timely fashion.

2.2. To ensure that important information is gathered from Complaints and used in the future to avoid such a situation arising again, to inform our delivery and approach.

3. Scope of the Policy

3.1 This Complaints Policy applies to the provision of service at the Booth Centre, to our customer service and to our employees, agents, subcontractors.

3.2 For the purposes of this Complaints Policy, any reference to the Booth Centre also includes our employees, agents, subcontractor

3.3 Complaints may relate to any of our activities and may include (but not be limited to):

3.3.1 The quality of customer service you have received from the Booth Centre

3.3.2 The behaviour and/or professional competence of our employees' agents, subcontractors

4. Making a Complaint- Procedure

4.1 It's important that its easy as easy as possibly for you to raise a complaint, complaints can be raised in the following ways:

4.1.1 Speaking to any member of staff at the Centre who will treat your concern confidentially and with urgency.

4.1.2 Email addressed to admin@boothcentre.org.uk for the attention of the Administration Manager.

4.1.3 Using our Complaints Form (upon request & with support if required)

4.1.4 Contacting us by telephone on 0161 835 2499

4.1.5 In writing, addressed to the CEO / Deputy at the Booth Centre, Edward Holt House, Pimblett St, Manchester M3 1FU, who will then delegate it as appropriate to the right person to address.

4.2 When making a Complaint, you will be required to provide the following information in as much detail as is reasonably possible:

4.2.1 Your name, address, telephone number and email address (We will contact you using your preferred contact method as your Complaint is handled)

4.2.2 If you are making a Complaint on behalf of someone else, that person's name and contact details as well as your own

4.2.3 If you are making a Complaint about a particular employee agent subcontractor of ours, the name and, where appropriate, position of that employee agent subcontractor

4.2.4 Further details of your Complaint including, as appropriate, all times, dates, events, and people involved

4.2.5 Details of any documents or other evidence you wish to rely on in support of your Complaint

4.2.6 Details of what you would like the Booth Centre to do to resolve your Complaint and to put things right. (Please note that whilst we will make every reasonable effort to accommodate such requests, we are not bound to take any action beyond that which we may be contractually or otherwise legally obliged to take)

5. How We Handle Your Complaint

5.1 The Booth Centre operates three-stage complaints handling procedure.

Following our Complaints Procedure, our aim is to always resolve Complaints to your satisfaction at Level One without further recourse to Level Two or Level Three. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two. If you are not satisfied at the end of Level Two your Complaint may be escalated to Level Three at which point it will be handled by the Chair of Trustees. [If you are still not satisfied at the end of Level Three, Complaints may progress to External Resolution as detailed below.]

COMPLAINTS HANDLING PROCEDURE

5.2 Level One:

5.2.1 Upon receipt of your Complaint, the member of staff hearing it will try to resolve it for you, without further process becoming necessary. They will inform the Administration Manager so that it can be logged.

5.2.2 The person handling the complaint may be the member of staff to whom your Complaint was directed (as above) or your Complaint may be referred to another appropriate member of our team.

5.2.3 If your Complaint relates to a specific employee agent, subcontractor, that person may be informed of your Complaint and given a fair and reasonable opportunity to respond. Any communication between you and the employee agent, subcontractor in question should take place only via the Level One Complaint Handler and we respectfully ask that you do not contact the employee, agent, subcontractor in question directly concerning the Complaint while we are working to resolve it.

5.2.4 If we require any further information or evidence from you, the Level One Complaint Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence quickly to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

5.2.5 We aim to resolve Level One Complaints within 10 working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

5.3 Level Two:

5.3.1 If you are not satisfied with the resolution of your complaint at Level One, you may request that the Complaint be escalated to Level Two within 5 working days of receiving our resolution at stage 1 where your Complaint will be handled by a Manager.

5.3.2 Escalation requests will be acknowledged in writing within 5 working days. When we acknowledge receipt of your escalation request, we will also provide details of your Level Two Complaint process and the details of the team member handling the complaint.

5.3.3 If we require any further information or evidence from you, the team member handling the Level Two complaint will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

5.3.5 We aim to resolve Level Two Complaints within 10 working days however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

5.3.6 At the conclusion of the Level Two complaints procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. You will also be reminded of your right to appeal our decision and escalate the complaint to Level Three.

5.4 Level Three:

5.4.1 If you are not satisfied with the resolution of your complaint at Level Two, you may appeal the decision within 5 working days of receiving level 2 resolution, and have the Complaint escalated to Level Three where it will be handled by the CEO.

5.4.2 All appeals will be heard by the CEO (or Deputy CEO in their absence), supported by the HR Manager or by the Chair of the Board of Trustees in extraordinary circumstances or if the complaint is about the CEO.

5.4.3 If your Complaint relates to a specific employee, agent, subcontractor, that person will be informed of your Appeal and given a further opportunity to respond. Any communication between you and the employee, agent, subcontractor in question should take place only via the Appeal Handler and we respectfully ask that you do not contact the employee, agent, subcontractor in question directly concerning the Complaint while we are working to resolve it.

5.4.4 If we require any further information or evidence from you, the Appeal Handler will contact you as quickly as is reasonably possible to ask for it. We ask that you use reasonable efforts to supply any such information or evidence to us quickly to avoid delaying the complaints handling process. If you are for any reason unable to provide such information or evidence, we will use all reasonable efforts to proceed without it, however, please be aware that we will not ask for further information or evidence unless we consider it important to the successful resolution of your Complaint.

5.4.5 We aim to resolve Level Three Complaints within 10 working days, however in some cases, particularly if your Complaint is of a complex nature, this may not be possible. If this is not possible for any reason you will be informed of the delay, the likely length of the delay and the reasons for it.

5.4.6 At the conclusion of the Level Three procedure, regardless of the outcome, we will provide you with full details of our investigation, our conclusions from that investigation, and any action taken as a result. Our decision at this stage is final subject to your right to seek External Resolution of your Complaint.

5.4.7 You, have the right to seek External Resolution of your Complaint from the Charities Commission if you are not satisfied with the outcome of your Complaint at Level Three.

5.4.8 External Resolution:

The Charity Commission will only deal with complaints deemed serious which means a charity has not followed the law, with damaging consequences to its reputation and public trust in charities generally or if there is a risk of serious harm to the people the charity helps or other people who come into contact with the charity through its work

OR

If a person or organisation receives significant financial benefit from a charity through inappropriate or illegal means

OR as relates to the following:

- Criminal, illegal or terrorist activity
- a charity set up for illegal or improper purposes
- a charity losing significant amounts of money
- a charity losing significant assets, for example land or buildings

5.4.9 For details of complaint and conflict resolution mechanisms available from The Charity Commission please contact them at <https://www.gov.uk/government/organisations/charity-commission>

6. Confidentiality and Data Protection

6.1 All Complaints and information relating thereto are treated with the utmost confidence. Such information will only be shared with those employees' agents, subcontractors of the Booth Centre who need to know to handle your Complaint.

6.2 We may ask for your permission to use details of your Complaint (with your personal details removed) for internal training and quality improvement purposes. If you have given such permission, you may revoke it at any time by contacting the Administration Manager, whose contact details are provided in this document.

6.3 All personal information that we may collect (including, but not limited to, your name and address) will be collected, used and held in accordance with the provisions of UK data protection law (including but not limited to the UK GDPR, the Data Protection Act 2018, and the Privacy and Electronic Communications Regulations 2003) and your rights thereunder, as set out in our Data Protection Policy.

7. Questions and Further Information

If you have any questions or require further information about any aspect of this Complaints Policy or about our Complaints Procedure, please contact the Administration Manager by email (admin@boothcentre.org.uk) phone 0161 835 2499.

8. Policy Responsibility and Review

8.1 This Complaints Policy was adopted in September 2022 and is reviewed bi-annually, unless a situation or legislation arises to cause sooner review.

8.2 Day to day oversight is delegated to all/any team member, with the Administration Manager asked to log complaints and complaint outcomes.