



## Staff Handbook

### Complaints Policy & Procedure

# COMPLAINTS POLICY & PROCEDURE

In order to make it easier for all staff to keep themselves informed of Bowerbirdy's policies and any changes made to them, we will highlight any changes made from one update to the other.

New text will be highlighted as follows: **This is new text xxx xxx xxx.**

Any old text that has been deleted will be highlighted as follows: ~~This is old text that has been deleted yyy yy yyyyyy.~~

We hope this will help you to quickly be able to identify any changes made to our policies.

## Complaints Policy and Procedure

### Introduction

Bowerbirdy is committed to providing an excellent service to its team members and managers working in an open and accountable way that builds trust and respect. We have developed a Complaints Policy and Procedure that explains our approach to receiving complaints.

Bowerbirdy aims to resolve complaints quickly, fairly and effectively. One of the ways in which we can continue to improve the services that we provide is by listening and responding to the views of our members, partners and stakeholders and in particular responding positively to complaints, and by putting mistakes right.

### **We aim to ensure that:**

- Making a complaint is as easy as possible;
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- We deal with it promptly, politely and when appropriate confidentially;
- We will respond in the correct way – for example, with an explanation, or an apology or information on any action taken;
- We will learn from complaints and use them to improve the services that we offer;
- We review annually our complaints policy and procedures.

Bowerbirdy recognises that many concerns raised will be informal, and we aim to deal with these quickly. In the first instance we would expect any complaint to be raised directly with the member of staff concerned. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### Definition

A complaint is any expression of dissatisfaction with our services; whether justified or not; with Bowerbirdy, with a member of staff and requires a formal response

### Purpose

Bowerbirdy's complaint procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

### **Bowerbirdy's responsibility will be to:**

- Acknowledge the formal complaint in writing;
- Respond within a stated period of time;
- Deal reasonably and sensitively with the complaint;
- Take appropriate action if required.

### **The complainant's responsibility is to:**

- Raise their concerns promptly and directly with the person concerned and if their concerns cannot be resolved satisfactorily informally, then to follow the formal complaints procedure as detailed;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow Bowerbirdy a reasonable amount of time to deal with the matter as detailed in the formal complaints procedure;
- Recognise that some circumstances may be beyond Bowerbirdy's control.

## **Monitoring and Reporting**

The Director of Bowerbirdy will receive regularly an anonymised report of complaints made and their resolution.

## **Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Bowerbirdy maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

## **Principles of the Complaints Policy**

- The Bowerbirdy policy is based on the principle of a three-stage process (as detailed in the Complaints Procedure).
- The Complaints Policy will apply to all the services that Bowerbirdy provides.
- If at any time during the investigation of a complaint matters arise that warrant investigation under disciplinary proceedings, or through a criminal investigation, the complaints procedure will be suspended until those investigations are concluded. Similarly, the complaints procedure should be suspended if a complainant is actively seeking legal redress.
- Where a complaint is against a member of staff they should be informed of the support services available to them.
- The Regional Manager should be informed of the receipt of a Stage 1 formal complaint. A complete record of the entire process should be kept. A copy of all reports, transcripts of interviews and other relevant information should be forwarded to the Regional Manager for immediate review by the line manager.
- Bowerbirdy may, at any stage of the formal complaints procedure, review a complaint and give a decision, without a formal investigation, where a member of the Management Team deem the complaint to be deliberately repetitive or vexatious. Examples of such complaints being unsubstantiated or repetitive complaints against an individual or service, or where a complaint has previously been investigated and appropriate action taken.
- When appealing against a previous decision, the complainant will be asked to state why they are dissatisfied with how their complaint was handled.

## **Formal Complaints Procedure**

### **1. Stage 1**

1.1. If you are unable to resolve the issue informally and wish to make a formal complaint you should request a copy of Bowerbirdy's formal Complaints Policy and Procedure from the line manager of the member of staff concerned. This will be sent to you on the day of request. If we hear nothing further from you 28 calendar days from this date we will regard the complaint to be closed.

1.2. Upon receipt of Bowerbirdy's Complaints Policy and Procedure, you should write a formal letter of complaint to the line manager of the member of staff concerned.

1.3. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

1.4. You can expect the complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 10 working days. The written response will also notify the complainant that they have 28 days in which to ask for the complaint and response to be reviewed (Stage 2); if they are dissatisfied with the response they have received.

1.5. If you are unsure which member of Bowerbirdy staff to write to, your complaint should be addressed to the Personal Assistant to the Director of Bowerbirdy.

1.6. Our contact details are Bowerbirdy, The Incuba, 1 Brewers Hill Road, LU6 1AA. Telephone number 0333 987 3933. Website address [www.bowerbirdy.co.uk](http://www.bowerbirdy.co.uk)

### **2. Stage 2**

2.1. If you are dissatisfied with the stage 1 response to your complaint then you can write to the Personal Assistant to the Director of Bowerbirdy stating the reason why you are dissatisfied with the outcome and ask for your complaint and the response to be given further consideration. You can expect your request to be acknowledged within 4 working days of receipt, describing the process the complaint investigation will follow.

2.2. A stage 2 complaint will be co-ordinated by a member of the Senior Management Team, or other delegated senior member of staff, who will respond within 20 working days with a full written response.

2.3. Bowerbirdy's aim is to resolve all matters as quickly as possible, however, if a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### **3. Stage 3**

3.1. If you are not satisfied with the response from Stage 2, you then have the option of asking for a review of your complaint in writing to the Director of Bowerbirdy, The Incuba, 1 Brewers Hill Road, Dunstable, LU6 1AA, stating the reason why you are dissatisfied with the outcome of your complaint. You should do this within 10 days of receiving the written response from Stage 2.



- 3.2. The Director in conjunction with the Regional Manager will respond normally within 5 working days to inform you of the action which will be taken to investigate the complaint, and the expected timescale of the investigation. If your original complaint was against the Director then the Regional Manager and the Finance Manager, will handle the final appeal stage.
- 3.3. The relevant history of the complaint will be made available to the Director so that a full investigation can be carried out. That investigation may include interviews with the complainant, any staff involved, any witnesses and will also include documentation evidence where appropriate.
- 3.4. The outcome of the investigation will be communicated to the complainant in writing with details of any action taken and a time-scale for implementation (if applicable and appropriate). All appropriate members of staff will also receive a copy of this report, which will also be presented to the Director.
- 3.5. Should a complainant still be dissatisfied with the outcome they should be informed of their right to seek legal redress or to make representation to any appropriate statutory body.
- 3.6. Appropriate staff concerned should report back to the Director within ten days of their receipt of the outcome of the Stage 3 complaint, explaining how they have implemented any recommendations.

NOTE: This Policy was approved by the following officer on 01/01/2026 and is due for review every 1 year: John-Paul White