



British Deaf History Society

2nd Floor, Empire Court
30-40 Museum Street
Warrington
WA1 1HU

COMPLAINTS POLICY

POLICY STATEMENT

Procedure

1. STATEMENT

The British Deaf History Society is committed to providing a high level of service to our customers. If we fail to do this, we want to know about it. This will enable us not only to deal with the specific problem, but also avoid it happening again.

If you have a complaint, please contact the Chief Executive.

2. INTRODUCTION

This policy sets out the procedures we will follow when we receive a complaint from users of the service, an organisation or member of the public.

This procedure is meant to provide a means to resolve a dispute between the Society and any complainant. It requires staff and management committee members at every stage to resolve the complaint. Complaints are likely to be in one or more of the following areas:

- dissatisfaction with our service, such as inadequate work, unacceptable delay or failure to deliver a service;
- disputes between user and the organisation regarding policy, procedures or activities
- discourtesy or unhelpfulness on the part of the staff.

3. THE PROCEDURE

When someone wishes to register a complaint, the following procedure will be adopted. Where the complaint is against the Chief Executive, the same procedure will be followed, but with the Chair of the Management Committee substituting for the Chief Executive role at all stages.

The complaint should be received either via completion of a complaints form or by a request to make a verbal complaint.

STAGE 1

The complainant should be invited to speak to the member of staff dealing with complaints and the Chief Executive to discuss the complaint with them. This can be done in person or by phone, whichever is appropriate. The Chief Executive should keep a record of the conversation on the complaints monitoring sheet, and endeavour to resolve this matter.

If the complainant remains dissatisfied, or where it is not possible to use Stage 1 above (for example it is not convenient for them to phone or visit the office) then refer to Stage 2.

Stage 1 should be completed within 5 working days of receiving the complaint.

STAGE 2

The complainant should be asked to put their complaint in writing to the Chief Executive marked Private and Confidential, providing as much detail of the complaint as possible.

If the complainant is not able to put their complaint in writing, the complainant will be offered an interview with the Chief Executive or her/his nominee. The role of the Chief Executive or his nominee at this meeting will be confined to putting the complaints in writing, obtain the complainants approval for the contents of this, and ask the complainant to sign to indicate they agree with the contents. The complainant may choose to work with a third party at this stage and throughout the process.

The Chief Executive will then investigate the complaint and attempt to resolve it.

The Chief Executive may delegate any aspect of the investigation to a nominee.

The Chief Executive will ensure that all complainants receive a response in writing within 10 working days of the letter/complaint notes being received. This letter will summarise what investigation has been carried out and what action, if any, is proposed to resolve the matter. A copy of this letter should be attached to the complaints form.

If a response by letter is unsuitable, the complainant will be offered an interview with the Chief Executive to provide the response verbally. This meeting should be held within 10 days as before. A written record of this interview will be kept and signed by the complainant.

If the complainant is not satisfied at this stage they should ask for the matter to be dealt with under Stage 3 of the complaints procedure.

STAGE 3

Where the matter is not resolved by stage 2, the Chief Executive should immediately refer the complaint to the Chair of the Board of Trustees sending copies of all written correspondence to him/her, who shall form a Complaints Panel which will comprise of the Chair and a designated Complaints Officer. The Complaints Officer will be responsible for convening the Panel which shall include one other member of the Trustees. In the absence of the Chair, the Vice Chair will become the convenor.

The complainant will be informed immediately by the Complaints Officer, or Chair that this is being done.

The panel will review the decision made in previous stages and may seek further clarification from any of the parties involved.

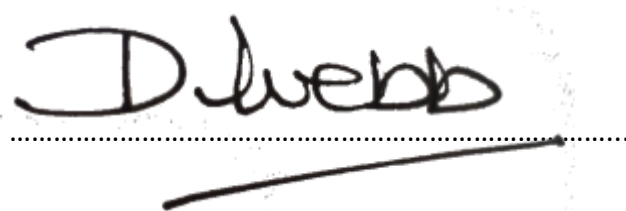
The Complaints Panel will notify the complainant of its decision within 15 working days of having received notice of the complaint. The Panel's decision will be final. The Complaints Officer will be responsible for ensuring records of the meeting are kept and the Complaints monitoring form is completed.

The Complaints Officer will be responsible for reporting the Panel's findings to the next meeting of the Board of Trustees.

4. RECORDING AND MONITORING COMPLAINTS

All complaints will be recorded and kept on file, including those, which were resolved without being put in writing. The Complaints monitoring form shall be used to do this. All complaints shall be treated with regard to the Confidentiality policy.

The Chief Executive will make a report once a year to the Management Committee summarising the nature of complaints received and how they were resolved.

A handwritten signature in black ink that reads "D. Webb". The signature is written in a cursive style. Below the signature is a horizontal dotted line, and a solid black line is drawn underneath the dotted line.

May 2017

(Signed by the Chair of the Board of Trustees)