



Complaints Policy

Lower Broadheath Community Shop views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy is –

- **To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.**
- **To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.**
- **To make sure everyone at LBCS knows what to do if a complaint is received.**
- **To make sure all complaints are investigated fairly and in a timely way.**
- **To make sure that complaints are, wherever possible, resolved and that relationships are repaired.**
- **To gather information which helps us to improve what we do.**

Overall responsibility for this policy and its implementation lies with LBCS Management Committee. This policy is reviewed regularly and updated as required.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of LBCS. Complaints may come from any customer, member of the public, volunteer, committee member, supplier or other interested party and may be received by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Due to the nature of the shop size, it is important that complaints are not taken in full view and verbally within the shop. Instead the person making the complaint needs to follow the procedure outlined below.

What to do on receiving a complaint

Anyone initially taking a complaint or being asked how a complaint is made should follow the following procedure:

1. Avoid getting into any detailed conversation at the time, explain that we have a policy that we need to follow.
2. Give the person making the complaint a copy of this policy and ask them to complete and return the proforma at the end of the policy.

Alternatively, complaints can be addressed in writing to the LBCS Secretary, unless the complaint concerns the Secretary, in which case proceed straight to Stage 2. (letter to be addressed to LBCS Chair rather than LBCS Secretary)

Contact with the Secretary can be made by telephone or email, details of which are shown below, or a letter can be posted FTAO 'LBCS Secretary' and dropped into the shop.

Secretary Name: Rachel Tedesco
Telephone: 07881 788578
Email: racheltedesco@hotmail.co.uk

The Secretary who receives a complaint shall:

- Read the proforma (if completed)
- Write down the facts of the complaint, if taken by phone.
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to LBCS (for example: customer, volunteer, etc)
- Remind the complainant that we have a complaints procedure that we will be following, offer to send a copy if already not in possession of one.
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

Resolving Complaints

Stage One

On receiving the complaint, the Secretary shall acknowledge receipt in writing of the complaint within one week, together with a copy of the Complaints Policy, and let the person complaining know when they can expect a reply.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible, because for example an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at Committee level. At this stage, the complaint will be passed to the Chair.

The request for Committee level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

The Chair may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The Secretary who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint. The decision taken at this stage is final.

Variation of the Complaints Procedure

The Committee may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Complaint Proforma

Please use this page to briefly outline the nature of the complaint. The completed form should be placed in a sealed envelope and returned to the shop for the attention of 'LBCS Secretary'. Alternatively, contact with the Secretary can be made by telephone or email, details of which are shown below:

Secretary Name: Rachel Tedesco
Telephone: 07881 788578
Email: racheltedesco@hotmail.co.uk

Please keep a copy of the complaint's procedure in your possession, return only this page.

Your full name:

Your contact details:

Date:

Brief outline of complaint: